



International  
Labour  
Organization

# Be informed!

## YOUR TICKET TO DECENT WORK AND SAFE MIGRATION







# **Be informed!**

Your ticket to decent work and safe migration

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14.09.2

ILO Cataloguing in Publication Data

Be informed! Your ticket to decent work and safe migration : a catalogue of selected services for health professionals, skilled and other migrants / International Labour Organization ; ILO Country Office for the Philippines. - Manila: ILO, 2015

ISBN: 9789221295266; 9789221295273 (web pdf)

ILO Country Office for the Philippines

international migration / labour migration / migrant worker / Filipino / medical personnel / skilled worker / workers rights / decent work / migration policy / repatriation

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14.09.2

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Printed in the Philippines

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## How to use this guide

This directory of services to health professionals and skilled workers contains basic information about the various phases of the migration journey: pre-departure, on-site and return to the Philippines. It is intended for Filipino health professionals and other skilled workers who are considering taking up employment overseas. It seeks to empower health workers to make informed decisions. For anyone considering migration, accessing the right information at the right time is the best way to remain in control of the migration experience and a guarantee for a positive migration experience.

This guide does not provide detailed information or advice but provides direction to services and organizations, governmental and others, that can provide essential information to current and prospective migrant workers. As much as possible, the directory provides all contact information (addresses, telephone numbers, email, website and facebook pages) where more information should be sought from.

As circumstances change, information will also change. Individuals should use this material as a guide only and always ensure the continuous veracity and relevance of any information as much as possible.

This publication has been produced with the assistance of the European Union (EU).  
The contents of this publication can in no way be taken to reflect the views of the EU.

## Introduction

The Philippines has been a historical source of labour migrants. In the early 1900s, when the Philippines was a colony of the United States, Filipino farmworkers left to work on Hawaii's sugar plantations. Overseas temporary labour migration increased in the 1970s particularly in the oil-rich Persian Gulf countries and has continued to grow.

In 2013, the Philippine Overseas Employment Agency (POEA) recorded the deployment of 2,241 854 Filipino migrant workers or Overseas Filipino Workers (OFW). Included within this group of migrants are skilled professional workers (nurses, doctors, engineers, IT workers). A relative lack of employment opportunities within the country for skilled professionals and the demand for such skills abroad, especially in the health sector, is likely to increase their continued migration for employment purposes.

Skilled workers are not exempt from the inherent difficulties in the labour migration process aside from the psychological strain of leaving behind home and family, migrants also face the very real threat of falling prey to human traffickers and illegal recruiters, suffering exploitative working conditions. Access to information for migrant workers is key to ensure a safe, decent and ethical migration experience.

The Philippines government and its many partners, including trade unions, recruitment agencies, professional organizations and other non-governmental organizations have, over the years, developed services, information material and programmes to provide timely quality relevant information and services to migrants. These tools are designed to ease migrants' transition into the country of destination, empower them to maximize the benefits of their overseas employment and ensure, in due course, a positive return to the country.



The protection of migrants begins before they leave and quality information builds a foundation for migrant empowerment and protection. No one programme will guarantee the safety of a would-be or current migrant worker. Self-awareness at all stages of the migration process is very crucial.

The current publication forms part of the European Union funded project Decent Work Across Borders – a project for health professionals and skilled workers ([www.ilo.org/manila/whatwedo/projects/WCMS\\_173607/lang-en/index.htm](http://www.ilo.org/manila/whatwedo/projects/WCMS_173607/lang-en/index.htm)), implemented by the International Labour Organization. The project seeks to facilitate an approach to migration that benefits the migrant workers, the source and destination countries within a rights-based framework for labour migration management.

It aims to gather under one cover, the essential information to empower individuals with the project to migrate and turn them into active actors in their migratory journey. The directory is organized logically, around the three main phases of migration: pre-departure, on-site and return migration.

The International Labour Organization, and its Decent Work Across Borders project team hopes that this guide will orient many Filipinos into a positive migration experience. The ILO would like to thank Mr Ryan Reyes, intern at the ILO, for his precious support in the development of this guide.

## Main steps in gaining overseas employment

### Step 1 Information gathering

Gathering holistic and accurate information about the overseas employment process is crucial for a prospective Overseas Filipino Worker (OFW). A prospective OFW may evaluate the decision to apply for overseas employment by:

- Attending Pre-Employment Orientation Seminars (PEOS) held by the Philippine Overseas Employment Administration (POEA) and other non-governmental organizations
- Visiting [www.poea.gov.ph](http://www.poea.gov.ph) to access online PEOS modules
- Asking for advice from family members and friends who have overseas employment experience.
- Consulting family members who will be immediately affected by your decision to work abroad.

### Step 2 Document preparation

Throughout the overseas job application process a prospective employer, private recruitment agency, and/or applicable government agencies (POEA) will require the submissions of certain documents. The following is a non-exhaustive list of common documents that a prospective OFW may be required to produce in the course of applying for an overseas job:

- Résumé
- Passport
- NBI clearance
- Birth certificate
- High school/College diploma
- Certificates of employment
- College transcript of records
- Technical/Vocational course certificate

- Professional board certification
- Advanced education certificate
- Marriage certificate or certificate of no marriage
- Office of Muslim affairs certificate (for Muslim applicants)
- Pictures

*NOTE: This is not a complete list of documents that a prospective OFW may be required to produce. The cost of producing these documents must normally be paid by the prospective OFW.*

### Step 3 Searching for overseas job opportunities

A prospective OFW may search for overseas job opportunities through the following:

- Visiting the POEA office or the POEA's website at [www.poea.gov.ph](http://www.poea.gov.ph)
- Searching jobsites such as [www.jobstreet.com.ph](http://www.jobstreet.com.ph), [www.workabroad.ph](http://www.workabroad.ph), and [www.ph.jobsdb.com](http://www.ph.jobsdb.com), the website of the Department of Health of the Philippines also contains a e-jobs portal
- Searching classified ads in newspapers
- Contacting a POEA licensed recruitment agencies
- Listening for announcements from your local government units, Public Employment Service Office (PESO), Department of Labor and Employment office or licensed recruitment agencies over the radio, TV or websites.
- Sometimes, friends and relatives already abroad may also provide information on jobs available in their country of residence. Those possible jobs should also be certified by POEA.

To avoid illegal recruitment and/or human trafficking please confirm with the POEA whether the employer offering overseas employment is POEA-accredited, the recruitment agency advertising the job offer is POEA-licensed, and that the job being offered by a recruitment agency is supported by a POEA-approved job order. Independent online research on the foreign company/employer and the existence of the job is also encouraged.

**Step 4** Select a method for applying for overseas job

There are three distinct ways to apply for an overseas job: through POEA licensed recruitment agencies, through name hire or through the government placement. The table below provide some of the main steps for each method.

POEA licensed recruitment agencies	<ol style="list-style-type: none"> <li>1. Register with POEA as a land-based overseas employee</li> <li>2. Submit resume and other documents required by the private employment agency/employer</li> <li>3. Undergo performance examinations and interviews required by private recruitment agency/employer</li> </ol>
Name hire	<ol style="list-style-type: none"> <li>1. Submit required (original and copies) documents to name hiring unit of POEA:           <ul style="list-style-type: none"> <li>• Employment contract signed by employer and worker</li> <li>• Valid working visa/work permit/no objection certificate/visa assurance from employer or equivalent document</li> <li>• Picture</li> <li>• Valid Passport</li> </ul> </li> <li>2. Document verification by POEA name hiring unit</li> </ol>
Government placement	<ol style="list-style-type: none"> <li>1. Register for employment with POEA at Government Placement Branch</li> <li>2. If employment offer is made, sign the employment offer and undergo medical examination at accredited medical clinics.</li> </ol>

3. If medically fit, submit the following documentary requirements for processing:
  - Duly accomplished OFW Information Sheet
  - Duly executed employment contract/ employment offer
  - Passport (original & photocopy)
  - Medical certificate (original & photocopy)
  - NBI Clearance (original & photocopy)If medically unfit, employment offer is cancelled.
4. Attend Pre-Departure Orientation Seminar (PDOS) and secure certificate of Pre-Departure Orientation Seminar (PDOS) (original & photocopy)
5. Submit visa requirements and accomplish visa application form and pay visa fee. The following documents are required:
  - Duly accomplished visa application form
  - Copy of visa authorization/visa availability
  - 3 copies of passport size pictures (colored with white background)
6. Upon release of visa, pay the following fees for the issuance of Overseas Employment Certificate (OEC) which will also serve as your POEA travel exit clearance:
  - PhilHealth contribution
  - OWWA membership contribution
  - POEA processing fee
  - Airfare
7. Attend pre-flight briefing conducted by GPB Account Officer at the Government Placement Branch, Ground Floor, POEA Building for additional information and flight details.

8. Wait for the release of your travel documents (visa, passport, original employment contract and plane ticket)

Additional documents, tests and interviews may be required by the prospective employer, private recruitment agency or government agency.

### **Step 5** Receive and accept a job offer

If your application for overseas employment is accepted then you will receive a job offer that you may either reject or accept. Accepting a job offer does not guarantee deployment as an overseas Filipino worker. Prospective OFWs must clear a medical examination before deployment to the overseas worksite.

### **Step 6** Medical examination at a Department of Health accredited establishment

A prospective OFW who accepts an offer to work abroad is required to undergo a medical examination. The medical examination can be required only after acceptance of an overseas job offer. A positive medical examination will result in the issuance of a “Fit to work certification” that is valid for 3 months.

### **Step 7** Contract signing

Prior to signing your OFW contract, it is your responsibility to make sure that the contract contains at least the following terms:

- Place of assignment/Specific worksite – street, city, province, country
- Length of the contract – date of leaving and date of return
- Position/Designation – with tasks specified

- Basic monthly salary
- Regular working hours (8 hours per day)
- Regular working days (Maximum of 6 straight working days with 7th day off)
- Overtime pay for work over 8 consecutive hours
- Free transportation to and from worksite
- Free food and accommodation while in the worksite
- Vacation leave, sick leave, medical and dental benefits
- Free annual medical and dental exams
- Compensation in case of work-related sickness/injury
- Handling of OFW remains and personal belongings in case of death

### **Step 8** Pre-departure orientation seminars (PDOS)

The PDOS is a mandatory seminar required for all departing OFWs. After the PDOS a certificate of participation will be issued. The Overseas Workers Welfare Administration (OWWA) is the government's agency responsible for PDOS. The schedule of the PDOS seminar can be obtained by contacting the OWWA offices. PDOS seminars are free of charge.

### **Step 9** Pay placement fee and required fees to receive Overseas Employment certificate (OEC) from POEA

Upon the payment of OWWA membership, Philhealth contributions and processing fees, POEA will issue OFWs an overseas employment certificate. The agency may handle the processing of the OEC. OFWs who find work through a POEA-licensed private recruitment agency may be required to pay a placement fee of no more than the equivalent of one month salary.

The following countries and provinces prohibit the charging of placement fees: UK, Ireland, Norway and the Canadian provinces of Manitoba, Saskatchewan, Alberta and British Columbia. Also private employment agencies that are a part of The Association for Professionalism in Overseas Employment (ASPROE) do not charge placement fees ([www.asproe.strikingly.com/](http://www.asproe.strikingly.com/))

### Step 10 Fly for overseas employment

An OFW should have the following documents prior to flying to the job site:

- Passport with working visa
- Copy of the signed contract
- E-Receipt or Overseas Employment Certificates (OEC)
- Airline Ticket
- Emergency telephone numbers

### Step 11 Arrive at destination country, register at the nearest Philippine embassy or consulate and possibly attend post-arrival orientation seminar

Although not mandatory, each new OFW will benefit from attending a PAOS if made available by the local Philippine embassy or consulate.

### Step 12 Report to work and fulfil employment contract

Even though in the destination country, the preparation is not over yet! First impressions count. Supervisors and colleagues will judge any new staff on how he or she acts and what she of her does from the very first day. It is much easier to start off on the right foot than it is to change their perceptions later. The below is a list of simple thing to keep in mind while reporting to work.<sup>1</sup>

<sup>1</sup> Loosely adapted from <http://money.usnews.com/money/blogs/outside-voices-careers/2012/06/20/10-smart-tips-to-impress-the-boss-your-first-day>



## **Time your arrival on the first day**

It is recommended to arrive at work early, but not too early, to demonstrate responsibility. Reporting fifteen minutes before the start of a shift is a generally admitted minimum time frame. It may be wise to get familiar with traffic patterns relevant to getting to the work site

## **Think about your wardrobe**

It may be wise to select to wear in advance. It is worth keeping in mind what other people wear. Unless otherwise provided with a uniform, it is usually better to be overdressed than under dressed in order to fit in comfortably.

## **Step up your company research**

It is generally recommended to review the company's website to review its mission, lines of business and culture from an employee's perspective. Take a look at recent news about the company and the industry.

## **Practice introducing yourself**

Direct eye contact and firm handshakes demonstrate assertiveness and confidence. Keep in mind few introductory lines to avoid facing blank moments.

## **Ask questions**

Keep in mind some initial questions. This shows interests for the organization and willingness to learn more. People would usually expect new staff to have questions.

## **Show what you know**

Look for ways to share your skills and knowledge. More often than not, sharing a thought and an idea will be appreciated from supervisors and colleagues. It



may be wise to formulate any contributions in a modest way, avoiding overconfidence. For example, begin an inquiry with, "Have you ever tried...?"

## **Communicate professionally**

Make a point to enunciate your words and project your voice. It is recommended to speak with extreme clarity to demonstrate purpose and confidence.

## **Hone those listening skills**

Even when tired or overwhelmed with new information, it is clever to pay attention when meeting new people and learn new things. Make an effort to remember supervisors and colleagues' names. Generally, people like good listeners. Earning a reputation as someone who pays attention and gets things right the first time will bring rewards.

## **Take notes**

Write down everything from names and positions to daily tasks and expectations. This signifies supervisors and colleagues your interest in the organization.



# Pre-departure service to skilled migrants

## 1. Pre-departure service to skilled migrants

### 1.1 Making an informed choice to migrate

Although spurred on mainly by a lack of economic opportunity, the decision to migrate must be an informed choice and not one made out of desperation. Aside from gathering information on the requirements to apply for overseas employment, a prospective OFW must also engage in self-reflection as to the motives and consequences of the decision to work abroad. Prospective OFWs must reflect on the following matters that may be affected by their decision to work abroad:

- Relationship with their spouse, children, or friend
- Preparedness to leave family
- Possessing appropriate qualifications for overseas employment
- Personal readiness to work in unfamiliar environment
- Where applicable, availability of funds to spend on job application process

Awareness concerning the realities of illegal recruitment and human trafficking and knowledge concerning the experience and conditions of migration is also crucial to making an informed choice. Information as to the process of working abroad is provided by several Philippine government agencies and non-government organizations.

#### A) Pre-Employment Orientation Seminar (PEOS)

While it is mandatory for all OFWs to undergo a Pre-Departure Orientation Seminar (PDOS), the POEA has supplemented PDOS with the voluntary Pre-Employment Orientation Seminar (PEOS). The PEOS is a voluntary free seminar conducted in-person at the POEA office and online. The PEOS is designed to reach prospective migrants at an earlier stage of their decision-making process. PEOS participants are provided with general information and prospects for overseas employment. Topics discussed at a PEOS should include:

- Pros and cons of overseas employment
- Guidelines, legal procedures and documentary requirements of applying for an overseas job
- Finding overseas job opportunities and avoiding illegal recruiters
- Destination country profiles
- Government services and programmes available to overseas job applicants and hired workers.

In addition to regularly conducted in-house PEOS, the POEA and the Department of Labor and Employment (DOLE) through their regional offices, also partner with schools, the private sector and local government units to conduct PEOS in other locations. Recently the POEA has also partnered with JobStreet.Com to provide online PEOS modules both on the POEA website and on YOUTUBE.

### PEOS providers

Live Seminar and On-line	Video Modules
<p>Provider: Philippines Overseas Employment Administration                      Time: 14:00                      Date: Every Friday                      Place: Philippine Overseas Employment Agency, Blas F. Ople Building, Ortigas Ave. cor. EDSA, Mandaluyong City, Philippines                      Telephone (Hotline): +63-2-722-1144; +62-2-722-1155                      Email: <a href="mailto:info@poea.gov.ph">info@poea.gov.ph</a>                      Website: <a href="http://www.poea.gov">www.poea.gov</a>                      Facebook page: <a href="http://www.facebook.com/mypoea">www.facebook.com/mypoea</a></p> <p>Duration: Approximately 3 hours                      POEA On-line PEOS: <a href="http://www.peos.poea.gov.ph/index.PHP/peos/dashboard">www.peos.poea.gov.ph/index.PHP/peos/dashboard</a></p>	<p>Provider: JobStreet.com Philippines                      Website: <a href="http://www.youtube.com">www.youtube.com</a>                      Title:                      Maging Matalino, Huwag Magpaloko”                      “PEOS ONLINE OFW Guide to Working in Canada”                      “PEOS ONLINE OFW Guide to Working in Bahrain”                      “PEOS ONLINE OFW Guide to Working in Qatar”                      “PEOS ONLINE OFW Guide to Working in Saudi Arabia”</p>

## B) Trade unions and other non-governmental organizations

Many organizations such as trade union like Public Services Labor Independent Confederation (PS Link – [www.pslinkconfederation.org/](http://www.pslinkconfederation.org/)), the Philippines Government Employees Association (PGEA) of more globally Public Services International (PSI - [www.world-psi.org/](http://www.world-psi.org/)) have produced a lot of relevant information material to help prospective migrant workers remain safe in making the decision to migrate. You can find their contact details on the internet.

## C) Information Databases

### *Migration Advisory Information System (MAIS)*

Maintained by the Commission on Filipinos Overseas (CFO), MAIS is an online database that aims to address the information needs of persons considering migration as an option. MAIS provides prospective migrants with a country profile of selected Filipino destination countries (Australia, Spain, Canada, Taiwan, Germany, US, UK, Italy, Japan, and Koreas), a profile of migrants' support groups, Filipino organizations and welfare organizations in the selected destination, and a list of Philippine Embassies and Consulates abroad.

Provider: Commission on Filipinos Overseas (CFO)  
Address: Citigold Center, 1345 Pres. Quirino corner Osmeña Highway Manila, Philippines, 1007  
Telephone: +63-2-552-4700  
Fax: +63-2-561-8332  
E-mail: [info@cfo.gov.ph](mailto:info@cfo.gov.ph)  
Website: [www.cfo.gov.ph](http://www.cfo.gov.ph)  
Facebook page: [www.facebook.com/commissiononfilipinosoverseas](https://www.facebook.com/commissiononfilipinosoverseas)  
Specific website: [www.cfo.gov.ph/mais/mais.htm](http://www.cfo.gov.ph/mais/mais.htm)

### *CIA World Fact Book*

The US Central Intelligence Agency maintains a detailed database on the history, people, government, economy, geography, communications, transportation, military, and transnational issues for 267 world entities. This resource may be used as a general reference guide.

Provider: United States Central Intelligence Agency

Website: [www.cia.gov](http://www.cia.gov)

## 1.2 Authentication of documents

Aside from securing necessary documents such as birth certificates, diplomas, and other proofs of education and competence; foreign employers may require authenticated copies of documents proving a worker's identity, status or qualifications. The Department of Foreign Affairs provides authentication services through its main office. Authentication may be done personally by the prospective OFW or through a duly authorized representative.

The following original documents may be authenticated by the Department of Foreign Affairs Office of Consular Affairs:

- Birth/ Marriage/ Death Certificate
- Transcript of Records and Diploma (Collegiate Level)
- Transcript of Records and Diploma (for State Colleges and University)
- Transcript of Records and Diploma (Vocational/ Intermediate/ Elementary Level)
- Medical / AIDS Free Certificate
- Professional Licenses/ Board Certificates/ Board Ratings
- Certificate of Employment/ Trainings/ Seminars and Baptismal Certificate
- Court Decisions/ Resolutions/ Orders
- NBI Clearance

- Police Clearance
- Barangay Clearance

Provider: Department of Foreign Affairs (DFA)  
Address: DFA Main Building, 2330, Roxas Blvd., Pasay City, Philippines  
Telephone: +63-2-834-4000; +63-2- 834-3000  
Website: [www.dfa.gov.ph/](http://www.dfa.gov.ph/)  
Facebook page: [www.facebook.com/dfaphl](http://www.facebook.com/dfaphl)

Duration: 30 minutes

### 1.3 Registration and Documentation

There are three main methods of regular labour migration regulated by the POEA. Registration and documentation with the POEA is important to a prospective OFW as it is the first step in ensuring that an OFW has gone through the legal process of gaining employment abroad and ensures that the OFW has full protection under the laws of both the Philippines and the destination country.

The first method is overseas employment facilitated by a private employment agency. Second is through name hiring or a process where a potential OFW is directly hired by a foreign employer. Third is through government placed employment.

#### A) Private agencies recruitment

Private employment agencies are either: (a) Land-based agencies, licensed by the POEA to recruit workers for all overseas land-based jobs; or (b) Manning agencies licensed by the POEA to recruit seafarers to man/board vessels plying international sea lanes and other related maritime activities. Private employment agencies may choose to collect a placement fee for their services. The placement fee may not exceed the equivalent of one month of the OFWs



wages. Many agencies do not charge fees to migrant workers. The agencies grouped under the Association for Professionalism in Overseas Employment (ASPROE) association do not charge migrants ([www.asproe.strikingly.com/](http://www.asproe.strikingly.com/))

## Registration of Land Based applicants

### *Qualifications*

Prospective land-based OFWs who wish to find employment through a private employment must register with the POEA. A prospective OFW may choose to process their registration at the POEA themselves or processing may be provided by their recruitment agency. Registration with the POEA is free and open to all prospective OFWs as long as they have the following qualifications:

- At least 18 years old
- At least a high school graduate
- Have minimum work experience of at least two (2) years
- No medical or legal impediments that would disqualify them from overseas employment, no derogatory and criminal records barring OFW from leaving the country.

Upon registration a prospective OFW will receive a Land based Registration Card.

### *Documents*

For registration purposes and in order to receive their Land Based Registration Card, all Land Based applicants must present the following documents as applicable:

1. Self-made bio-data /resume with detailed work experience
2. Valid Passport
3. High School/College Diploma
4. Transcript of Records
5. Valid PRC ID (for Professionals only)
6. Board Certificate (for Professionals only)

7. Board Rating (for Professionals only)
8. Valid NBI Clearance
9. Employment Certificates (showing at least 2 years' experience in one position)
10. Training /Skills certificate
11. OMA Certificate (for Muslim Applicants)
12. 1 piece 2x2 coloured picture (6 pcs. for Ministry of Health-Kingdom of Saudi Arabia)
13. Active e-mail address

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)  
Additional information: see also POEA Regional Branches

### Costs

The process of applying for overseas employment will entail costs. The acquiring, certification, and authentication of documents needed for overseas employment are costs that must be paid by the prospective OFW. Private employment agencies may also choose to collect a placement fee for their services in which case, it should never exceeds one month of salary. Please note that private employment agencies that are members of the Association for Professionalism in Overseas Employment (ASPROE) do not charge placement fees ([www.asproe.strikingly.com/](http://www.asproe.strikingly.com/)).

However, according to POEA rules, unless otherwise provided the following must be paid by the private recruitment agency:

- Visa Fee variable
- Airfare variable

- POEA Processing Fee: PHP 200.00
- OWWA membership: US\$ 25.00 (2 years contribution)
- Compulsory insurance coverage (at no cost to worker processing employment through private recruitment agency) with the following minimum amount of coverage:
  - ✓ Accidental death US\$15,000
  - ✓ Natural death US\$10,000
  - ✓ Permanent/Total Disbursement US\$7,500
  - ✓ Subsistence Allowance US\$100.00/month
  - ✓ Repatriation cost
  - ✓ Compassionate visits

## B) Name hired recruitment

Although it is recognized as a mode of gaining overseas employment, the POEA discourages name hiring. Name hiring involves gaining overseas employment without the involvement of a third party recruitment agency or the POEA government placement branch. Here, the foreign employer prepares an employment contract in the name of the employee and submits it to nearest Philippine Embassy for authentication and verification. The employer also takes charge of processing the OFWs visa/permit in host country. The authenticated contract is then sent together with a round trip ticket to the prospective OFW for processing at POEA name hire processing unit. OFWs who gain overseas employment through name hiring must go through documentation with the POEA.

### *Documents*

Name hired skilled and professional OFWs must present the following documents to the POEA:

1. Employment contract
2. Valid visa entry/work permit/ no objection certificate
3. Valid passport
4. Valid Medical Certificate from a DOH-accredited medical clinic

5. One (1) 2 x 2 picture
6. Pre-Departure Orientation Seminar (PDOS) certificate from POEA
7. Labor Market Opinion Confirmation (for Canada bound workers)
8. Labor Condition Application (for USA bound workers only)

After successful documentation a prospective OFW will receive an e-Receipt. The e-Receipt functions as the worker's travel clearance.

### Costs

- POEA Processing Fee : US\$100.00
- OWWA membership: US\$ 25.00 (2 years contribution)
- PhilHealth-Medicare coverage: PHP1,200.00 (1 year)
- Pag-IBIG contribution:PHP100.00/month

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA,  
Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

### C) Government placed recruitment

The Government of the Philippines, through bilateral agreements with other countries may facilitate the hiring of Filipino workers through the Government Placement Branch of the POEA. Examples of Government Placement include projects with a South Korea (EPS), Japan (JPEPA), Germany (Triple Win Project), and Saudi Arabia (KSA).

### Required documents

Government-placed OFWs are required to undergo documentation with the POEA. Aside from the submission of required documents, government-placed

OFWS must also process their visa with the POEA. The following documents are required:

1. OFW Information Sheet
2. Employment Contract/Employment Offer
3. Passport (original & photocopy)
4. Medical Certificate (original & photocopy)
5. Certificate of Pre-Departure Orientation Seminar (PDOS)
6. National Bureau of Investigation Clearance
7. Visa application
  - a) Duly accomplished visa application form
  - b) Copy of visa authorization / visa availability
  - c) 3 pcs. passport size pictures (colored)

After the issuance of the visa and payment of the required fees then the OFW will receive an overseas employment clearance.

### *On-line Registration for Government Placed Workers*

Online registration is open to all Filipino applicants aspiring for overseas employment through the POEA's Government Placement Branch (GPB). The link to the registration site is:

Website: [www.epoeaservices.poea.gov.ph/ereg/ereg.asp](http://www.epoeaservices.poea.gov.ph/ereg/ereg.asp)

### *Costs*

- Visa Fee Dependent on destination
- POEA Fee: US\$50.00 (PHP equivalent)
- OWWA membership (US\$ 25.00 2 years contribution)
- PhilHealth-Medicare: PHP1,200.00 (1 year)

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

## 1.4 Preventing illegal recruitment and human trafficking

### A) Illegal recruitment and identifying an illegal recruiter

Illegal recruitment may be defined broadly as any act of providing overseas employment without a license or authority from the POEA. POEA-licensed recruitment agencies may also commit illegal recruitment through charging excessive fees for the placement of overseas workers, releasing false information related to overseas employment, employing workers in jobs that may be harmful to public health and the dignity of the Philippines, among others.

A person soliciting for overseas employment who engages in the following practices may be an illegal recruiter:

- Requires immediate payment of placement fee
- Does not give an official receipt after the payment of the placement fee
- Promise quick and easy labour migration process
- Requires medical examination prior to identifying the employer
- Operates through house to house recruitment
- Does not provide concrete information on job
- Discourages people from going through the POEA process
- Advocates use of tourist or visit visa in lieu of work visa
- Cannot show Employment contract or working visa.

- Is not registered with POEA
- Encourages applicant to recruit other applicants for faster processing
- Does not give personal identification information

## B) Human trafficking and preventing human trafficking

Human trafficking or trafficking in persons may be defined broadly as the recruitment or transfer a person with or without their consent for the purpose of exploitation (including sexual exploitation and forced labor). The most important step to avoid and help fight human trafficking is to become informed. It is the responsibility of all prospective and effective migrant to gather information to remain safe. The following is a table showing what acts, means, and exploitative purposes that may constitute human trafficking:

Acts	Means	Exploitative purposes
<ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Transportation</li> <li>• Transfer</li> <li>• Harboring</li> <li>• Receipt of person</li> </ul>	<ul style="list-style-type: none"> <li>• Threat, force or coercion</li> <li>• Abduction</li> <li>• Fraud or deception</li> <li>• Abuse of power or position</li> <li>• Taking advantage of vulnerability</li> </ul>	<ul style="list-style-type: none"> <li>• Prostitution</li> <li>• Sexual exploitation</li> <li>• Forced labour</li> <li>• Slavery</li> <li>• Servitude</li> </ul>

All prospective OFWs should be wary of attractive job offers on websites especially on dating websites. Also one must investigate job offers, particularly where you are told to keep the opportunity secret, not to share information with a friend or family member. The following list of questions can help determine if trafficking elements are present in a given situation:

- Is a person free to leave the work site?
- Is the person physically, sexually or psychologically abused?
- Does the person have a valid passport or identification card and is he/she in possession of such documents?

- Is the pay and conditions of employment satisfactory?
- Is the person afraid to share information about his/her living and working conditions?
- Does the person owe a huge debt?
- Does the person live at home or at/near the work site?
- How did the individual arrive to this destination if the suspected victim is a foreign national?
- Has the person or a family member of this person been threatened?
- Does the person fear that something bad will happen to him or her or to a family member, if he/she leaves the job?

### C) Programmes combating illegal recruitment and human trafficking

Both Philippine non-government and government actors have employed multiple strategies to combat illegal recruitment and human trafficking. Among these strategies include: conducting educational campaigns, providing free legal assistance (more below), internet referrals, phone hotlines and mobile applications.

#### *Mobile applications*

The POEA in conjunction with [www.workabroad.ph](http://www.workabroad.ph) provides both apple and android mobile apps that allow prospective OFW to verify whether a private recruitment agency is licensed by the POEA to recruit and deploy Filipino workers abroad. It furthers allow to verify if a job advertised by a recruitment agency is backed by a job order. The Apps also provide additional information on preventing illegal recruitment.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)



Apple Application (note Apple Itunes must be downloaded) Website: [www.apple.com/itunes/download/](http://www.apple.com/itunes/download/)  
Title: "POEA mobile"

Android Application  
Website: [www.play.google.com/store](http://www.play.google.com/store)  
Title: "POEA Mobile"

### *Phone and Internet Helplines*

The Commission on Filipinos Overseas (CFO) in conjunction with Inter Agency Council Against Trafficking (IACAT) operate both a phone hotline (actionline1343) and a website (1343 website on human trafficking) dedicated primarily to reporting incidents of human trafficking. The hotline fields crisis calls from trafficking victims who require immediate rescue and assistance, calls from informants giving tips on possible human trafficking and calls on general inquiries concerning processes related to prosecuting human trafficking, illegal recruitment and working abroad. Crisis calls are immediately referred to the appropriate police authorities. Other calls are referred to the appropriate government authority.

Provider: Commission on Filipinos Overseas (CFO)  
Address: Citigold Center, 1345 Pres. Quirino corner Osmeña Highway Manila, Philippines, 1007  
Telephone: +63-2-552-4700  
Fax: +63-2-561-8332  
E-mail: [info@cfo.gov.ph](mailto:info@cfo.gov.ph)  
Website: [www.cfo.gov.ph](http://www.cfo.gov.ph)  
Facebook page: [www.facebook.com/commissiononfilipinosoverseas](http://www.facebook.com/commissiononfilipinosoverseas)  
Specific website: [www.1343actionline.ph](http://www.1343actionline.ph) (Title: "Contact Us")

Provider: Inter Agency Council Against Trafficking (IACAT)  
Address: c/o Department of Justice, Padre Faura, Ermita, Manila, Philippines  
Telephone: +63-2-523-8481 local 216  
Fax: +63-2-526-2748  
Website: [www.iacat.net](http://www.iacat.net) (Title: "Public Assistance Corner")  
Facebook page: [www.facebook.com/IACAT.NEWS](http://www.facebook.com/IACAT.NEWS)

The Department of Foreign Affairs –Office of the Undersecretary for Migrant Workers' Affairs (DFA-OUMWA) also offers a phone service assisting victims of illegal recruitment and human smuggling, their next of kin and other interested parties. Next of kin, government agencies, media and NGO members may write, e-mail or fax to the DFA-OUMWA their requests for assistance.

Provider: Department of Foreign Affairs – Office of Migrant Worker's Affairs (DFA-OUMWA)  
Address: DFA Main Building, 2330, Roxas Blvd., Pasay City, Philippines  
Telephone: +63-2-834-4000; +63-2- 834-3000  
Fax: +63-2-551-0847  
Website: [www.dfa.gov.ph/](http://www.dfa.gov.ph/)  
E-mail address: [oumwa.ph@gmail.com](mailto:oumwa.ph@gmail.com)  
Facebook page: [www.facebook.com/dfaphl](http://www.facebook.com/dfaphl)

Both the CFO and IACAT maintain public assistance webpages. The CFO maintains a more specific webpage allowing for the reporting of human trafficking, illegal recruitment, sexual or labour exploitation, rescue requests and requests concerning the whereabouts of an OFW relative. The CFO webpage also allows a user to leave a call back request. IACAT maintains a more general webpage where users can send general requests for assistance.

In addition, the Center for Migrant Advocacy maintains an OFW SMS Text helpline ([www.centerformigrantadvocacy.com/support-help/sos-sms/](http://www.centerformigrantadvocacy.com/support-help/sos-sms/))

Provider: Center for Migrant Adcovacy (CMA)  
Address: 15 (Unit 7) CASAL Bldg. Anonas Road, Project 3, Quezon City 1102 Philippines  
Telephone: +63-2-990-5140  
Telephone – Text helpline – (mobile): +63-920-9639-767  
Fax: +63-2-433-0684  
Email: [cmaphils@pldtdsl.net](mailto:cmaphils@pldtdsl.net)  
Website: [www.centerformigrantadvocacy.com/](http://www.centerformigrantadvocacy.com/)

#### D) Law enforcement

Reports of illegal recruitment and human trafficking may also be given to law enforcement authorities.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

Provider: Department of Justice (DOJ)  
Address: Padre Faura Street, Ermita, Manila 1000, Philippines  
Telephone: +63-2- 523-8481; +6a3-2-521 2930  
Action Center Numbers: +63-2-521-2930; +63-2-523-8481  
Website: [www.doj.gov.ph/](http://www.doj.gov.ph/)  
Facebook page: [www.facebook.com/pages/Department-of-Justice-Philippines/127348227335377](http://www.facebook.com/pages/Department-of-Justice-Philippines/127348227335377)

Provider: National Bureau of Investigation (NBI)  
Address: NBI Building, Taft Avenue, Ermita, Manila, Philippines 1000  
Telephone: +63-2-523-8231 to 38  
Fax: +63-2-526-1216; +63-2-523-7414  
Email: [director@nbi.gov.ph](mailto:director@nbi.gov.ph)  
Website: [www.nbi.gov.ph/](http://www.nbi.gov.ph/)

Provider: Philippine National Police (PNP)  
Address: PNP National Headquarters, Camp General Crame, Quezon City, Metro Manila. Philippines 1100  
Telephone: +63-2-723-0401  
For confidential referrals on human trafficking concerns contact PNP Women and Children's Concern Division (WCCD)  
Telephone: +63-2-723-0401 loc. 3480  
Hotline/Text: 117 (PATROL 117)  
Website: [www.pnp.gov.ph/portal/](http://www.pnp.gov.ph/portal/)

## 1.5 Examination at Department of Health (DOH)-accredited hospitals

Only after receiving a job offer may a worker bound for overseas deployment be required to go through a medical exam procedure with a DOH-accredited medical facility. Persons who refer a jobseeker to a medical clinic for examination prior to receiving a job offer may likely be illegal recruiters.

Note that the job offer may be cancelled because of the medical result. After the examination a medical certificate is issued to the overseas worker declaring that they are fit to work. The "Fit for Work Certification" is valid for 3 months.

Provider: Department of Health (DOH)  
 Address: San Lazaro Compound, Sta. Cruz, Manila, Philippines  
 Telephone: +63-2- 651-7800  
 Fax:  
 Website: [www.doh.gov.ph/](http://www.doh.gov.ph/)  
 Email:  
 Facebook page: [www.facebook.com/OfficialDOHgov](http://www.facebook.com/OfficialDOHgov)  
 Link to DOH-Accredited Hospitals: [www.poea.gov.ph/ofw/listofw\\_083013.pdf](http://www.poea.gov.ph/ofw/listofw_083013.pdf)

## 1.6 OFW Employment contract

An employment contract is important as it references rights and obligations of migrant workers and employers, serves as the basis for legal cases and provides a form of identification that may be checked upon departure or arrival at country of destination.

The POEA has set minimum provisions to ensure that the employee will not be placed in a disadvantageous position. Any contract terms and conditions that are more beneficial or advantageous to the worker are encouraged. Below are the minimum provisions of the POEA Standard Employment Contract:

- Place of assignment/specific worksite – street, city, province
- Length of the contract – date of leaving and date of return
- Position/designation – with tasks specified
- Basic monthly salary
- Regular working hours (8 hours per day)
- Regular working days (Maximum of 6 straight working days)
- Overtime pay for work over 8 hours per day
- Free transportation to and from worksite
- Free food and accommodation while in the worksite
- Vacation leave, sick leave, medical and dental benefits
- Free annual medical and dental exams

- Compensation in case of work-related sickness/injury
- Handling of OFW Remains and personal belongings in case of death

A sample POEA Standard Employment Contract may be downloaded from the POEA official website ([www.poea.gov.ph](http://www.poea.gov.ph)).

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

Link to Standard OFW Contract: [www.poea.gov.ph/docs/sec\\_various\\_new.pdf](http://www.poea.gov.ph/docs/sec_various_new.pdf)

## 1.7 Pre-Departure Orientation Seminar (PDOS)

The Pre-Departure Orientation Seminar (PDOS) is a compulsory seminar lasting between two to eight hours for all Overseas Filipino Workers (OFWs) and permanent emigrants. The goal of PDOS is to enable Filipino migrant workers to proactively access information before they need it. PDOS typically consist of modules on the following topics:

- Employment contract familiarization
- A profile of the country of destination
- Stages of the OFWs life
- Health and safety
- Airport procedures
- Government programs and services

In addition to OWWA, several accredited industry associations and NGOs conduct PDOS. Some agencies and NGOs charge fees starting from PHP 100.00

to conduct the PDOS. It is important to note that buying or subscribing to any financial product recommended during the conduct of the PDOS is not required to receive a PDOS completion certificate.

After undergoing PDOS, a certificate is issued to each OFW participant. This certificate must be presented before being issued an e-receipt. The e-receipt serves as proof of their status as an OFW and is required to exit the country for employment.

Provider: Overseas Workers Welfare Administration (OWWA)  
Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
Telephone (General enquiry): +63-2-891-7601 to 24  
Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
Telephone (Text): +63-917-898-6992  
Fax: +63-2-551-6651  
Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

Provider: Industry Associations and Non-Government Organizations  
A list of the over two hundred private entities and non-government organizations may be found at OWWA's website: [www.owwa.gov.ph:8080/wcmqs/pdos/providers/](http://www.owwa.gov.ph:8080/wcmqs/pdos/providers/)

## 1.8 The Overseas Employment Certificate or E-Receipt

The Overseas Employment Certificate (OEC) proves that a prospective migrant's overseas employment request has been processed at the POEA. Before receiving the OEC the migrant (if name hired or hired through government placement) or the migrant's employment agency must pay the required POEA processing fee, OWWA membership, Philhealth and Pag-IBIG contributions and fill out a member data form (MDF). The OEC is valid for two months and

also acts as a travel exit clearance exempting an OFW from paying travel tax and terminal fee.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

### *OEC for vacationing OFW*

Vacationing OFWs may process their OEC by registering online and visiting several balik-manggagawa centres. Vacationing OFWs still currently under contract may not be required to pay OWWA membership fees and Philhealth and Pag-IBIG contributions. A processing fee of PHP100 and the presentation of the OFW's employment contract and return ticket is required.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

Balik-Manggagawa Online Appointment: [www.bmappointment.poea.gov.ph](http://www.bmappointment.poea.gov.ph)



## 1.9 Foreign language education

Learning a foreign language while always advantageous, is also sometimes required and tested for emigration and employment purposes. TESDA currently offers free language training for Filipinos who have pre-qualified to work locally and abroad. The POEA and the British Council provides assistance for testing in Korean and English, respectively.

### A) Foreign language training

TESDA offers free language training (subject to slot availability) in six languages namely-- English, Japanese, Korean, Mandarin, Arabic and Spanish.

This is available for all Filipinos that are at least 18 years old and have been pre-selected or have pre-qualified to work locally or in-country foreign-owned company or overseas. However, slots are limited and registration is required. Trainees also need to submit the following:

- College or High School diploma
- Transcript of records
- Training certificate from TESDA registered program
- National Certificate or Certificate of Competency by TESDA
- Original copy of NSO birth certificate
- Three copies of 1"x1" and one copy 2"x2" ID pictures with white background
  
- One long brown envelope.

Classes are held in Metro Manila. Classes are also held in other regional sites of TESDA-LSI.

Provider: TESDA Language Skills Institute  
Address: Bldg. 10, TESDA Complex, East Service Road, South Superhighway, Taguig City, Philippines  
Telephone: +63-2- 818-8062  
Telephone – Hotline: +62-2-887-7777  
E-mail address: [lsi\\_tesda@yahoo.com](mailto:lsi_tesda@yahoo.com)  
Website: [www.tesda.gov.ph/](http://www.tesda.gov.ph/);  
Specific website: [www.tesda.gov.ph/About/TESDA/39](http://www.tesda.gov.ph/About/TESDA/39)

## B) Foreign language test review

### *TOPIK*

Passing the Test of Proficiency in Korean (TOPIK) is required before a prospective OFW may get an employment permit to work in Korea. The POEA provides a comprehensive reviewer on the TOPIK including a computer-based practice test, a module on TOPIK Open Questions, as well as a TOPIK textbook, pdf, audio, and compressed files covering the listening and reading components of the test.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)  
Specific website: [www.poea.gov.ph/eps/eps\\_topik\\_reviewer.htm](http://www.poea.gov.ph/eps/eps_topik_reviewer.htm)

## IELTS

The IELTS is an examination testing proficiency in both written and spoken English that may be required to access education, emigration and employment benefits, as well as, professional registration or training opportunities. It is an examination recognized by over 9 000 organisations worldwide, including educational institutions, employers, governments, immigration authorities and professional bodies

The British Council through its website provides 30 hours of free as well as paid IELTS test preparation materials; shows the schedule for IELTS in the Philippines and provides facilities to register for and take the IELTS exam.

Provider: British Council

Address: 10th floor Taipan Place, F. Ortigas Jr Road, Pasig City, Philippines

Telephone: +63-2- 555-3000

Fax: +63-2-555-3080

Email: [britishcouncil@britishcouncil.org.ph](mailto:britishcouncil@britishcouncil.org.ph)

Website: [www.britishcouncil.ph](http://www.britishcouncil.ph)

Facebook page: [www.facebook.com/BritishCouncilPhilippines](https://www.facebook.com/BritishCouncilPhilippines)

## 1.10 Financial literacy

Financial freedom is one of the key reasons for choosing the life of an OFW. Financial freedom begins with having enough funds to sustain one's family's basic necessities and extends further to saving a sufficient amount with greater returns in time for the overseas worker's eventual reintegration to the country. Financial literacy programmes provide information for OFWs on savings and investing.

### *Financial learning materials*

The Bangko Sentral ng Pilipinas (BSP) through its financial learning campaigns (or FLCs) aims to promote a culture of savings among OFWs and their families and encourages the channelling of these savings into productive investments in financial instruments and business ventures. The FLCs are conducted using live lectures, multimedia presentations, and online reference materials focusing on topics such as the importance of remittances, financial planning, rewards and risks associated with various financial instruments and ways to protect remittances and savings. In addition to the financial learning activities, the BSP in coordination with the International Organization for Migration (IOM) and ATIKHA (a development-oriented Philippine NGO) have developed a downloadable financial planner for use by OFWs and their families. The planner includes tools on the budgeting process, planning for retirement, savings and entrepreneurial undertakings, cash flows monitoring, property acquisition, investment portfolios and overall financial standing.

Provider: Bangko Sentral ng Pilipinas

Address: A. Mabini St. cor. P. Ocampo St., Malate Manila, Philippines 1004

Telephone : +63-2-708-7701

E-mail: [bspmail@bsp.gov.ph](mailto:bspmail@bsp.gov.ph)

Link to Financial Literacy Videos: [www.bsp.gov.ph/multimedia/ofvids.asp](http://www.bsp.gov.ph/multimedia/ofvids.asp)

Link to Financial Literacy Powerpoint: [www.bsp.gov.ph/multimedia/flc/flc.html](http://www.bsp.gov.ph/multimedia/flc/flc.html)

Link to OFW Financial Planner: [www.bsp.gov.ph/downloads/FinancialPlanner.pdf](http://www.bsp.gov.ph/downloads/FinancialPlanner.pdf)

## 1.11 Reintegration

Reintegration should be initiated from pre-departure, on-site and the return phase. Family relations should be nurtured while away. Keeping contact with family members left behind is essential. The NRCO offers counselling services to departing OFWs and Filipino expatriates on values formation, family support, and importance of preparing for their eventual return.

Provider: National Reintegration Center for OFWs (NRCO)

Address: Blas F. Ople Development Center, Ground Floor, cor Solana and Victoria Sts., Intramuros, Manila, Philippines

Telephone: +63-2-526-2633; +62-2-526-2392

Fax: +63-2-526-2633; +62-2-527-6184

Email: [nrcoreintegration@gmail.com](mailto:nrcoreintegration@gmail.com)

Website: [www.nrcodole.gov.ph/](http://www.nrcodole.gov.ph/)

Facebook page :[www.facebook.com/NRCOCentral](https://www.facebook.com/NRCOCentral)

**Notes:**



# On-site services to health professionals and skilled migrants

## 2. On-site services to health professionals and skilled migrants

While abroad the main contact point between OFWs and the Philippine government are the various Philippine embassies and consulates. In fulfilling their mission, all officers, representatives and personnel of the Philippine government posted abroad shall, in each host country, act as one-country team mission under the leadership of the Ambassador. Any question on what services are available to OFWs while abroad may be directed to the embassies and consulates. Embassy and consulate employees may facilitate access to services of other concerned government agencies or non-government organizations to meet the needs of OFWs, either in the host country or in the Philippines. A list of the locations and contact numbers of Philippine embassies and consulates may be found on the Department of Foreign Affairs Website.

The DFA provides an assortment of services aimed to assist Philippine nationals abroad (as stated below), these include requests for whereabouts, jail visitation, maltreatment and physical abuse complaints, urgent medical attention, along with the repatriation of remains, and the claiming end of service and insurance benefits for deceased Filipinos. Please note that services offered may vary per embassy or consulate. All OFWs are advised to keep contact details of the closest embassy and consulate.

Provider: Department of Foreign Affairs (DFA)  
Address: 2330 Roxas Boulevard, Pasay City, Philippines  
Telephone: +63-2- 834-4000; +63-2- 834-3000  
Website: [www.dfa.gov.ph/](http://www.dfa.gov.ph/)  
Facebook page: [www.facebook.com/dfaphl](https://www.facebook.com/dfaphl)

Link to Philippine Embassies and Consulate: [www.dfa.gov.ph/index.PHP/articles/2013-03-22-05-09-29/phl-embassies-and-consulates](http://www.dfa.gov.ph/index.PHP/articles/2013-03-22-05-09-29/phl-embassies-and-consulates)



## 2.1 Database for savings and remittance facilities

Remittances from OFWs have increased tremendously, particularly in the past 10 years. It took 15 years to reach US\$1 billion, 12 to reach US\$10 billion and only 7 to surpass US\$20 billion, the latest recorded peak in 2012. Remittances are estimated to contribute between 8 and 10 per cent of the country's Gross Domestic Product, making overseas employment among the most important sources of the Philippines export earnings. On site OFWs may use the following online resources to find and compare entities that engage in remitting currency to the Philippines.

### A) BSP financial services and remittance portal

As part of its efforts to improve the environment for OFW remittance flows and in order to assist OFW on their remittance concerns, the BSP created an interactive portal that will link users to information on the different banks and non-bank remittance companies that send money to the Philippines, including locations of their branches abroad, remittance center, foreign bank/ correspondents, products and services and charges/fees for remittance services to any part of the Philippines.

Provider: Bangko Sentral ng Pilipinas

Address: A. Mabini St. cor. P. Ocampo St., Malate Manila, Philippines 1004

Telephone: +63-2-708-7701

E-mail: [bspmail@bsp.gov.ph](mailto:bspmail@bsp.gov.ph)

Link to BSP Portal: [www.bsp.gov.ph/about/advocacies\\_ofw.asp](http://www.bsp.gov.ph/about/advocacies_ofw.asp)

B)

An assortment of banks, door to door delivery companies and other financial institutions provide remittance services. The World Bank maintains an extensive database of remittance service providers giving information about remittance service providers from selected countries to selected countries such as the Philippines.

Provider: World Bank

Website: [www.worldbank.org/en/country/philippines](http://www.worldbank.org/en/country/philippines)

Specific website: [www.remittanceprices.worldbank.org/en](http://www.remittanceprices.worldbank.org/en) (Title: Remittance Prices Worldwide)

## 2.2 Social Insurance/Assistance

### A) Home loans and savings scheme

Pag-IBIG is a national provident fund operated by the Home Development Mutual Fund (HDMF). Membership in Pag-IBIG I is mandatory for OFWs who are defined as Filipinos employed by foreign-based employers, whether they are deployed here or abroad. Registration for Pag-IBIG may be done at Pag-IBIG offices in the Philippines (locally), online and through partner financial institutions abroad. Contributions to Pag-IBIG begin at a minimum amount of PHP 100.00. There is no maximum contribution amount.

All member contributions to Pag-IBIG are guaranteed to be paid by the Philippine government. Benefits from Pag-IBIG membership include (upon fulfilment of program conditions) access to home loans and calamity loans and to the payment of accumulated savings with dividends. Aside from regular Pag-IBIG membership, the HDMF also offers membership in Pag-IBIG II which is an additional savings facility that provides more yield than Pag-IBIG I. Pag-IBIG operates a few offices abroad as indicated in a link below where members may register and remit their payments. A directory of remittance centers is also provided.

Provider: Home Development Mutual Fund  
Address: 409 Addition Hills, JELP Building, Shaw Boulevard, Mandaluyong City  
Help Line: +63-2- 724-4244  
Website: [www.pagibigfund.gov.ph/](http://www.pagibigfund.gov.ph/)  
Link to Online Services: [www.pagibigfundservices.com/](http://www.pagibigfundservices.com/)  
Link to directory of Pag-Ibig Offices Abroad: [www.pagibigfund.gov.ph/directory/overseas.html](http://www.pagibigfund.gov.ph/directory/overseas.html)  
  
Link to directory of remittance centers: [www.pagibigfund.gov.ph/pop/](http://www.pagibigfund.gov.ph/pop/)

## B) Health Insurance

Health insurance coverage may be provided to OFWs by the Philippine Health Insurance Corporation (Philhealth). All active, land-based OFWs who went through the regular registration process as an OFW with the POEA Offices may become members of Philhealth. Aside from the registered OFW, the OFW's spouse, their children and parents may be covered without additional premiums. To register for Philhealth coverage an OFW must fill out a Philhealth Membership Record Form (PMRF). Coverage begins upon the payment of the required contribution amount of PHP1,200.00 per year. Benefits of Philhealth coverage include subsidies for both out-patient and in-patient procedures both in the Philippines and overseas, as well as prescription medication for both the covered OFW abroad and his dependent(s) in the Philippines.

Registration with Philhealth may be done online. Payment of the contributions while abroad may be made through Philhealth's financial partners.

OFWs and their dependents may be required to first pay for the medical expenses and seek reimbursement.

Provider: Philippine Health Insurance Corporation  
 Address: Citystate Centre, 709 Shaw Blvd., Pasig City, Philippines  
 Trunkline Number: +(63-2-441-7444  
 Call Center: +63-2- 441-7442  
 Website: [www.philhealth.gov.ph/](http://www.philhealth.gov.ph/)  
 Link to Philhealth Online Services including registration and directory to payment facilities: [www.philhealth.gov.ph/services/](http://www.philhealth.gov.ph/services/)  
 Link to Philhealth member hospitals: [www.gis.philhealth.gov.ph/](http://www.gis.philhealth.gov.ph/)  
 Link to OFW membership: [www.philhealth.gov.ph/members/overseas\\_workers/](http://www.philhealth.gov.ph/members/overseas_workers/)  
 Link to Philhealth Offices and Partners Abroad: [www.philhealth.gov.ph/advisories/2010/adv11-02-2010.pdf](http://www.philhealth.gov.ph/advisories/2010/adv11-02-2010.pdf)  
 List to Philhealth Remittance Partners: [www.philhealth.gov.ph/advisories/2013/pdf/adv09-05-2013.pdf](http://www.philhealth.gov.ph/advisories/2013/pdf/adv09-05-2013.pdf)

### C) Overseas Worker's Welfare Association (OWWA) membership

OFWs that have processed their employment with the POEA must mandatorily pay for OWWA membership in the amount of US\$25.00 (for a two year membership) before they can secure an overseas employment certificate (OEC). The OWWA membership fee is renewable every two years. OWWA membership entitles a member to individual benefits for disability, death, and burial. The amounts also serve to fund OWWA's OFW programs such as the repatriation and reintegration program, scholarships for OFW's and their dependents and the worker's welfare assistance program.

Provider: Overseas Workers Welfare Administration (OWWA)  
 Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
 Telephone (General enquiry): +63-2-891-7601 to 24  
 Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
 Telephone (Text): +63-917-898-6992  
 Fax: +63-2-551-6651  
 Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
 Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
 Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

## D) Social security

Membership in the Philippine Social Security System (SSS) for OFWs is voluntary. Registration with the SSS may be done online and is completed upon the filing of an Overseas Worker Record and submitting the required identification documents. SSS coverage begins upon the payment of the first contribution. The amount of monthly contributions is a percentage of the OFWs monthly earnings as set by SSS ([www.ssscontributiontable.com/sss-contribution-table-2014-the-new-and-updated/](http://www.ssscontributiontable.com/sss-contribution-table-2014-the-new-and-updated/)). Monthly contributions while abroad may be made through setting up an automatic debit account and through SSS partner financial institutions such as banks and remittance companies. Benefits of SSS membership include those for sickness, retirement, death, maternity, disability and funeral. SSS also allows members to make salary, housing and business loans. In addition to regular SSS membership, OFWs are also eligible (subject to certain qualifications) for membership in the SSS Flexifund, an additional layer of social protection serving as a pension fund.

### *Overseas SSS locations*

To reach out to overseas Filipinos and promote its programs, the SSS has established the following foreign representative offices, housed at Philippine embassies or consulates:

- Asia: Hong Kong, Taipei, Brunei, Singapore and Kuala Lumpur
- Middle East: Riyadh, Jeddah and Al-Khobar (in Saudi Arabia), Kuwait, Doha, and Abu Dhabi and Dubai (in UAE)
- Europe: Rome and Milan (in Italy), and London

Services offered at each SSS overseas location may vary but may include allowing an OFW to register, pay monthly contributions, claim benefits and apply for a salary loan.

Provider: Social Security System (SSS)  
Address: SSS Building, East Avenue, Diliman, Quezon City  
Telephone: +63-2-920-6401  
Call Center: +63-2-920-6446 to 55  
E-mail: [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph)  
Facebook page: [www.facebook.com/SSSPH](http://www.facebook.com/SSSPH)

### 2.3 Access to social protections provided by host country

Access to social security for temporary migrants varies in each country. One of the ways the Philippine government has addressed a lack of access to social security within the destination country is by forging bilateral agreements which grant social security, ensuring the portability of social security rights. There are eight countries with which the Philippines has mutual cooperation in the area of social security: Austria; United Kingdom; Spain; France; Canada, the Netherlands; Switzerland and Belgium. The list of country may fluctuates with new agreements constantly being negotiated between countries.

Information on the Social Security System of other countries may be found through a guide published by The Center for Migrant Advocacy on Social Security Providers in the top ten destination countries of OFWs. The features of social security systems of other countries may also be accessed through the US Social Security System.

Organization: Center for Migrant Advocacy (CMA)  
Address: 15 (Unit 7) CASAL Bldg. Anonas Road, Project 3, Quezon City 1102  
Philippines  
Telephone: +63-2-990-5140;  
Fax: +63-2-433-0684  
Email: [cmaphils@pldtdsl.net](mailto:cmaphils@pldtdsl.net)  
Website: [www.centerformigrantadvocacy.com/](http://www.centerformigrantadvocacy.com/)  
Specific website: [www.ssa.gov/policy/docs/progdesc/ssptw/](http://www.ssa.gov/policy/docs/progdesc/ssptw/)

Provider: US Social Security Administration  
Website: [www.ssa.gov/policy/docs/progdesc/ssptw/](http://www.ssa.gov/policy/docs/progdesc/ssptw/)

## 2.4 Filing legal claims

A number of government entities provide legal support for OFWs with legal issues both locally and abroad. Locally, two entities are empowered to hear cases involving the recruitment and employment of OFWs: the POEA and the NLRC.

### A) Filing an action for recruitment and pre-employment violations in the Philippines

The POEA has power to hear cases involving all pre-employment and recruitment violations of the POEA's rules and regulations relating to licensing, registration and fees as well as administrative disciplinary actions involving employers, principals, contracting partners and OFWs involved in recruitment. No fees are charged for the filing of a case at the POEA. In 2012, 4000 cases were filed with POEA with a disposition rate of about 50 per cent.

Provider: Philippines Overseas Employment Administration (POEA)  
 Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
 Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
 Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
 Website: [www.poea.gov](http://www.poea.gov)  
 Facebook page: [www.facebook.com/mypoea](https://www.facebook.com/mypoea)

## B) Dealing with Recruitment and Pre-employment Violations while Abroad

### *Filing of recruitment claims*

Claims involving pre-employment and recruitment violations of POEA's rules and regulations may be filed while abroad at the nearest Philippine Overseas Labor Office. As of 2014, there are thirty-eight (38) POLOs around the world.

Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)  
 Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines  
 Telephone: +63-2-527-3000 loc. 102 and 103  
 Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)  
 Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

### *Conciliation/Mediation of claims*

Certain POLO Offices (such as the POLO in Riyadh) provide facilities for mediation and conciliation of worker's claims. This consists of (a) counseling the worker on options available to him/her, (b) calling the employer to discuss the worker's complaint, (c) writing the employer to respond to the worker's complaint and (d) when needed, visiting the employer to discuss the worker's complaint and to find a solution that is acceptable to both the parties.



Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)  
Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines  
Telephone: +63-2-527-3000 loc. 102 and 103  
Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)  
Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

### *Money claims*

The National Labor Relations Commission has jurisdiction over claims arising out of an employer-employee relationship (such as payment of minimum wage, overtime or other agreed upon benefits) or by virtue of any law or contract involving Filipino workers for overseas deployment including claims for actual, moral, exemplary and other forms of damages. For OFWs recruited by private recruitment agency the liability of the principal/employer and the recruitment/placement agency on any and all claims shall be joint and several. This means that an OFW may choose to file an action for damages against either their foreign employer or their POEA-licensed recruitment agency that processed their employment.

Current trends indicate that more than 5000 cases are filed every year with NLRC and that between 70 and 80 per cent of them are resolved, with workers receiving compensation for more than 2 billion pesos.

Provider: National Labor Relations Commission (NLRC)  
Address: PPSTA Bldg., No. 5, Banawe cor. P. Florentino Sts., Quezon City, Philippines  
Telephone: +63-2-740-7732  
Website: [www.nlrc.dole.gov.ph/](http://www.nlrc.dole.gov.ph/)

## 2.5 Legal assistance

### A) Within the Philippines- POEA

The POEA provides free legal Assistance on both illegal recruitment (see above discussion) and administrative cases (such as the removal of a recruitment agency's license for illegal recruitment violations). Updates to cases filed at the POEA are also available online.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)  
Link to Case Updates: [www.poea.gov.ph/cgi-bin/adjuccases/caseinquiry.asp](http://www.poea.gov.ph/cgi-bin/adjuccases/caseinquiry.asp)

### B) Legal assistance while abroad

#### *Employment related claims*

In the country of employment, labour migrants may encounter contract substitution (working a job that is different from what they applied), delayed, underpayment or non-payment of wages, they may be subjected to long working hours, no days off, working for several families, or experience violence or sexual harassment.

In relation to employment related issues the local POLO may provide mediation/ conciliation services in settling the problems of workers with employers amicably OWWA through select Philippine consulates and embassies allow OFWs to pursue labor/welfare case in the court of the host country.

Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)  
Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines  
Telephone: +63-2-527-3000 loc. 102 and 103  
Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)  
Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

### *Civil or criminal complaints against OFWS*

OFWs may also be involved in criminal or civil disputes. For the provision of legal assistance abroad the first contact point remains the nearest Philippine embassy and consulate. The DFA has access to a legal assistance fund that can be used to cover the following:

- Fees for private counsel (not exceeding US\$3 000 per accused)
- Bail bonds to secure the temporary release of workers under detention (not exceeding US\$3 000 per accused)
- Court fees (not exceeding US\$500 per accused)
- Charges and other litigation expenses (not exceeding US\$3 000 per accused)
- Traveling expenses; and communication expenses.

Also, Global Legal Assistance Program (GLAAD) with the Commission of Overseas Filipinos (CFO) mobilizes the support of overseas and local Filipino lawyers and legal experts to provide legal assistance and advice to overseas Filipinos in distress.

Provider: Department of Foreign Affairs (DFA)  
Address: 2330 Roxas Boulevard, Pasay City, Philippines  
Telephone+63-2-834-4000; +63-2-834-3000  
Website: [www.dfa.gov.ph/](http://www.dfa.gov.ph/)  
Facebook page: [www.facebook.com/dfaphl](http://www.facebook.com/dfaphl)

Provider: Commission on Filipinos Overseas (CFO)  
Address: Citigold Center, 1345 Pres. Quirino corner Osmeña Highway  
Manila, Philippines, 1007  
Telephone: +63-2-552-4700  
Fax: +63-2-561-8332  
E-mail: [info@cfo.gov.ph](mailto:info@cfo.gov.ph)  
Website: [www.cfo.gov.ph](http://www.cfo.gov.ph)  
Facebook page: [www.facebook.com/commissiononfilipinosoverseas](http://www.facebook.com/commissiononfilipinosoverseas)

### *Migrant rights convention*

It is important to know whether your destination country is a signatory to the UN Migrant Workers Convention as the said convention obligates the signatory country to observe certain rights in favour of migrants which include but is not limited to:

- Right to freedom of movement
- Right to life
- Right to freedom from torture or cruel, inhuman or degrading treatment or punishment
- Right to freedom from slavery, servitude or forced labor
- Right to freedom of thought, expression, and religion
- Right to privacy
- Right to property
- Right to a fair and public hearing
- Right to be provided with necessary legal assistance, interpreters and information in an understood language
- Right to liberty and security and freedom from arbitrary arrest or detention
- Right to be presumed innocent until proven guilty
- Prohibition to be subject to measures of collective expulsion
- Right to have recourse to diplomatic or consular assistance and protection

- Right of equal treatment with nationals in respect to remuneration and other conditions of work such as overtime, holidays, etc.
- Right to join freely any trade union
- Right to emergency medical care
- Right of access to education for minor children

The list of countries that have ratified the UN Convention can be obtained here: [www.treaties.un.org/pages/viewdetails.aspx?src=treaty&mtdsg\\_no=iv-13&chapter=4&lang=en](http://www.treaties.un.org/pages/viewdetails.aspx?src=treaty&mtdsg_no=iv-13&chapter=4&lang=en)

Determining whether your destination country is an International Labour Organization (ILO), the only UN agency with a mandate to protect labour migrants may also support an eventual claim. The ILO has adopted two migrant specific convention which offers a wide range of protection to migrants: the Migration for Employment Convention (Revised), 1949 (No. 97) and the Migrant Workers (Supplementary Provisions) Convention, 1975 (No. 143). The list of countries that have ratifies these conventions can be obtained here: [www.ilo.org/global/standards/lang--en/index.htm](http://www.ilo.org/global/standards/lang--en/index.htm)

Provider: ILO Headquarters and MIGRANT Branch (ILO)

Address: International Labour Organization, 4 Route des Morillons, CH-1211 Geneva 22, Switzerland

Telephone: +41-22-799-6111

Fax: +41-22- 798-8685

Website: [www.ilo.org/global/topics/labour-migration/lang--en/index.htm](http://www.ilo.org/global/topics/labour-migration/lang--en/index.htm)

Email: [ilo@ilo.org](mailto:ilo@ilo.org)

Facebook page: [www.facebook.com/ILO.ORG](http://www.facebook.com/ILO.ORG)

Although the International Organization for Migrants does not promote and implement standards, the organization has a wide ranging of country networks and migrant centers which may provide assistance to migrant workers. Details on how to enforce your rights may be provided by through the IOM.

Provider: IOM Headquarters (IOM)

Address: International Organization for Migration (IOM), 17, Route des Morillons, CH-1211 Geneva 19, Switzerland

Telephone: +41-22-717-9111

Fax: +41-22-798-6150

Website: [www.iom.int/cms/en/sites/iom/home.html](http://www.iom.int/cms/en/sites/iom/home.html)

Email: [hq@iom.int](mailto:hq@iom.int)

Facebook page: [www.facebook.com/iommigration](http://www.facebook.com/iommigration)

## 2.6 Professional testing abroad

The Professional Regulation Commission (PRC) schedules licensure examinations for architects, certified public accountants, civil engineers, dentists (written exam only), electronics engineers, electronics technicians, mechanical engineers, master plumbers, nurses, registered electrical engineers, registered master electricians and professional teachers at select locations abroad (Hong Kong, United Arab Emirates, Qatar, Israel and KSA). Here are the main steps to follow to avail this service.

**Step 1:** Prospective examinees may register and apply for the examination online at [www.prc.gov.ph/online/application/](http://www.prc.gov.ph/online/application/)

**Step 2:** All applicants must present the following required documents to their local POLO office:

- Photocopy of transcript of records
- Photocopy of valid passport
- 4 passport-size pictures with complete name-tag in white background

- Other profession-specific documents may be required. The list of additional documents may be viewed at [www.prc.gov.ph/news/?id=716](http://www.prc.gov.ph/news/?id=716)

Step 3: Examination fees shall be paid and remitted by the applicant/examinee through the designated Land Bank of the Philippines (LBP) Overseas Remittance Offices (OROs).

Provider: Professional Regulation Commission (PRC)  
Address: Central Office, Paredes St. cor. Morayta St., Sampaloc, Manila, Philippines  
Telephone: +63-2-310-0026  
Telephone- General Inquiries: +63-2-310-0026  
Telephone- Application for examination: +63-2-736-2252  
Fax: +63-2-735-4476  
Website: [www.prc.gov.ph/](http://www.prc.gov.ph/)

## 2.7 Renewing professional license while abroad

A person who has successfully passed a licensure exam administered by the PRC may begin their application to register as a license professional in their particular field.

### A) Initial registration

Step 1: Download oath at: [www.prc.gov.ph/online/registration/](http://www.prc.gov.ph/online/registration/)

Step 2: Fill out the printed oath form and one documentary stamp, one passport size picture in plain background with complete name tag (for registry of professionals), and a Current Community Tax Certificate (cedula).

For initial registrants abroad, the following documents need to be prepared and given to a representative who will process the application:

- A professional's oath taken before the Philippine Consul
- Special Power of Attorney for representative notarized by the Consul
- Copy of passport page showing personal data
- Copy of passport page showing date of entry abroad

Step 3: Present duly accomplished or downloaded oath form at designated counter/ window (verification officer) for assessment of prescribed fees.

Step 4: Proceed to the cashier window to pay the prescribed fee. Cashiers' windows are located at the 3rd, 4th, and 5th floors of the PRC Annex Bldg and/or at the ground floor of the PRC Main Bldg. For baccalaureate degrees the applicant must pay a registration fee of PHP 600.00 and an annual fee of PHP 400.00.

Step 5: After payment, proceed to the designated registration counter/window. The registration officer will print the registry sheet with assigned registration/license number to be signed and thumb marked by the registrant.

Step 6: Upon completion of the registry sheet, issuance officer shall issue claim slip/stub.

Step 7: Receive claim slip/stub and claim your Professional Identification Card as scheduled indicated on your claim slip/stub.

## B) Renewal of professional license

Step 1: Appoint a representative to file for renewal and to claim the renewed license.



Step 2: Provide the appointed representative with the necessary documents, fees, a passport size picture of the applicant, and a letter of authority or special power of attorney.

Step 3: The professional's representative must then proceed to the PRC Central of Regional Office to fill out a renewal form from the registration division and submit one passport size picture of the applicant with nametag and in white background.

Step 4: The professional's representative pays to cashier a variable renewal fee. The representative will receive an official receipt and a claim stub showing the date when the renewed professional ID may be claimed.

Step 5: On the scheduled date, the professional or his/her duly authorized representative must present a special power of attorney from the professional, the representative's ID, the professional's ID, a claim stub and official receipt to the registration division.

In addition to the following documents the following professionals must also submit an updated certificate of good standing from their respective Accredited Professional Organization (APO): agricultural engineers, architects, customs brokers, electrical engineers, geodetic engineers, guidance counsellors, interior designers, landscape architects, mechanical engineers and real estate servicers.

## 2.8 Psycho-social adjustment

### A) Onsite counselling

Philippine Overseas Labor Offices (POLO) offer a number of welfare assistance services such as hospital visits, jail visits, worksite visits and counselling. Community outreach programs such as leaders' forum, socio-cultural activities and other institutional events. Aside from the counselling offered by POLOs overseas select Philippine embassies also maintain an Office of the Social Service Attaché (currently in Malaysia and Middle East).

Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)

Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines

Telephone: +63-2-527-3000 loc. 102 and 103

Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)

Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

Provider: Department of Labor and Employment (DOLE)

DOLE Hotline: +63-2-527-8000

Link to POLOs abroad: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

The Department of Social Welfare and Development (DSWD) operates the International Social Services for Filipino Nationals Project igrant Filipinos ([www.dswd.gov.ph/programs/social-welfare-and-development/international-social-welfare-services-for-filipino-nationals-iswsfn-project/](http://www.dswd.gov.ph/programs/social-welfare-and-development/international-social-welfare-services-for-filipino-nationals-iswsfn-project/)) for the benefit of overseas Filipino nationals who are in crisis situation and in need of special protection (such as but not limited to victims of trafficking, deportees, and repatriates who were abused and exploited). Social Welfare Attaches may provide the following services:

- Counselling services - are provided to individuals, groups or families in crisis to enable them to cope with homesickness and other related problems. Intensive therapeutic counselling to victims of abuse/

maltreatment, particularly of women and children, are provided, as necessary and in coordination with specialists

- Family counselling (parent-child conflict)- 1 to 2 hours for 3 sessions or more
- Marital counselling (husband-wife conflict)- 1 to 2 hours per session for 5 sessions or more
- Trauma counselling- 2-3 hours per session for 3-4 sessions
- Critical Incident Stress Debriefing- the conduct of individual or group sessions to those who have experienced traumatic events to relieve their stress for 2 to 3 hours
- Assistance to individuals in crisis situation - the provision of limited financial and material assistance to meet a crisis situations.

Provider: Department of Foreign Affairs (DFA)  
Address: 2330 Roxas Boulevard, Pasay City, Philippines  
Telephone+63-2-834-4000; +63-2-834-3000  
Website: [www.dfa.gov.ph/](http://www.dfa.gov.ph/)  
Facebook page: [www.facebook.com/dfaphil](https://www.facebook.com/dfaphil)

## B) Online counselling

OFWonline is a counselling website that allows OFWs to receive a free one hour psychological counselling session from an Ateneo de Manila University-trained counsellor on any issues related to the stress of working overseas and the tensions that it causes on the OFW families. OFWs may set up additional counselling sessions as appropriate. In addition, the site offers a forum and chat application for OFWs and their families.

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)  
Specific website: [www.ofwonline.net](http://www.ofwonline.net)

### C) Educational seminar

The Tulay or Bridge Education Program is a part of Microsoft's Unlimited Potential (UP), a global initiative aimed at providing technology and skills for underserved individuals. OFWs and their families learn the basics of computer applications such as MS Word, Powerpoint, Excel as well as internet and e-mail use at the Community Technology Learning Centers (CTLC). The CTLCs being maintained and operated by DOLE-OWWA are located at the OWWA Central Office, OWWA Satellite Office in POEA, OWWA Regional Welfare Offices as well as OWWA overseas posts in Riyadh (KSA), Hong Kong, Taichung (Taiwan), Rome and Milan (Italy).

Provider: Overseas Workers Welfare Administration (OWWA)  
Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
Telephone (General enquiry): +63-2-891-7601 to 24  
Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
Telephone (Text): +63-917-898-6992  
Fax: +63-2-551-6651  
Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

## 2.9 Scholarships for OFW dependents in the Philippines

OWWA offers a variety of scholarships for dependents of OFWs. The OFW dependent scholarship program and the education for development scholarship program are open to OFW dependents who intend to enrol in tertiary institutions. The skills for employment scholarship program is open to OFW dependents enrolling in vocational courses. And the education and livelihood assistance is open to the survivors of deceased OFWs.

### A) OFW Dependents Scholarship Program (OFWDSP)

This scholarship is open to students who are dependents of an OFW whose monthly salary does not exceed to US\$400. Successful applicants must enrol in any four or five-year baccalaureate or associate degree offered in State Universities and Colleges in the Philippines. Selected scholars are eligible to receive PHP 20 000 per annum as financial assistance from OWWA which may be spent to pay for tuition, miscellaneous and other academic fees.

### B) Education for Development Scholarship Program (EDSP)

This scholarship is open to dependents of OFWs who intend to enrol in a four-to-five year baccalaureate course in any college or university who qualify based on a scholarship test administered by OWWA. Scholarships consists of a maximum of PHP 60,000 per school year.

### C) Skills-for-Employment Scholarship Program (SESP)

This scholarship is open to active OFWs and their dependents who are to enrol in 1 to 2 year vocational courses offered by TESDA and TESDA-accredited schools. The maximum scholarship amount is PHP14 000.

## D) Education and Livelihood Assistance Program (ELAP)

This scholarship is open to survivors of deceased OFWs consisting of the following amounts: PHP5 000.00 for elementary, PHP8 000.00 for high school, PHP 10 000.00 for college (per school year) and livelihood assistance of PHP15 000.00 for the surviving spouse.

Provider: Overseas Workers Welfare Administration (OWWA)  
 Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
 Telephone (General enquiry): +63-2-891-7601 to 24  
 Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
 Telephone (Text): +63-917-898-6992  
 Fax: +63-2-551-6651  
 Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
 Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
 Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

## 2.10 Absentee voting

Qualified Filipino Citizens through the Department of Foreign Affairs Overseas Absentee Voting Secretariat (OAVS) may be allowed to register and vote in person or through mail during scheduled Philippine elections by visiting their nearest Philippine embassy or consulate.

Provider: Office of the Overseas Absentee Voting Secretariat  
 Address: 6th Floor, South Wing, DFA Building, 2330 Roxas Blvd., Pasay City, Philippines  
 Email: [secretariat.oav@gmail.com](mailto:secretariat.oav@gmail.com)  
 Telephone: +63-2-834-4361; 834-3275; +63-2-833-0914  
 Fax: +63-2-833-0915  
 Website: [www.dfa-oavs.gov.ph/](http://www.dfa-oavs.gov.ph/)  
 Facebook page: [www.facebook.com/pages/Overseas-Absentee-Voting-Secretariat-Department-of-Foreign-Affairs/1423123921279208](http://www.facebook.com/pages/Overseas-Absentee-Voting-Secretariat-Department-of-Foreign-Affairs/1423123921279208)

## 2.11 Post Arrival Orientation Seminar (PAOS)

The Post-arrival Orientation Seminar (PAOS) is a voluntary programme offered by selected POLO offices abroad. This programme educates OFW who have arrived at their destination country on matters related to workers and their rights, immigration laws and procedures. The PAOS also aims at curbing premature termination, which mainly arise from misunderstandings on food and treatment as well as cultural differences between employers and workers. OFWs are also briefed on specific local laws about wages, rest, holiday, annual leaves and other benefits. OFW may contact their POLO office to find out if PAOS are offered in their specific destination countries.

Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)

Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines

Telephone: +63-2-527-3000 loc. 102 and 103

Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)

Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

## 2.12 Trade unions, professional associations and migrant's rights NGO

OFWs may choose to join organizations such as trade unions, professional associations or migrant associations while working in the Philippines and abroad. These organizations provide information and resources to protect the rights of workers and migrants. Further these organizations may also help cope with migrants' separation from family, preparation for an eventual return and management of money and savings.

These organizations are usually organized at a local then national level and later on, affiliates themselves at the international level. This international networking which links workers in the Philippines to those in other countries

of destination are strong partners in ensuring decent work and safe migration. These organizations are a rich source of information and experiences that can easily be tapped into.

#### A) Local trade unions

A trade union is an organization whose membership consists of workers and union leaders, united to protect and promote their common interests. The principal purposes of a trade union are to negotiate wages and working condition terms through collective bargaining agreements, regulate relations between its members and the employer, promote health and safety at work, rules governing hiring, promoting and firing workers, take collective action to enforce the terms of collective bargaining (or contract), raise new demands on behalf of its members and help settle their grievances.

Throughout history, trade union organizations have also been key advocates in improving labour legislation and securing for workers a reduced working weeks, week end, maternity leave, retirement benefits and other social economic issues such as universal health care and education. Trade union also advocates for justice for migrant workers.

In 2013, there were 18 500 trade union organizations in the Philippines. And they represented some 1,9 million workers in the private and public sectors, including health professionals and other skilled workers. The one mentioned below are the main organizations representing health professionals and skilled workers. They are only a mere sample of the trade unions operating in the Philippines. Migrant workers may contact them to receive information about their rights and responsibilities as workers in the Philippines and abroad.



Organization: Public Services Labor Independent Confederation (PSLINK)  
Address: 15 Clarion Lily St. St. Dominic Subd., Congressional Avenue Quezon City, Philippines  
Telephone: +63-2-924-4710  
E-mail: [pslinkconfederation@gmail.com](mailto:pslinkconfederation@gmail.com)  
Website: [www.pslinkconfederation.org](http://www.pslinkconfederation.org)

Organization: Alliance of Filipino Workers (AFW)  
Address: Rooms 204-206 VIR Bldg., 1840 E. Rodriguez Sr. Avenue, Cubao, Quezon City, Philippines  
Telephone: +63-2-727-4804; +63-2-723-2787  
Fax: +63-2-410-9737  
Email: [nhea1973@yahoo.com.ph](mailto:nhea1973@yahoo.com.ph)

Organization: Federation of Free Workers (FFW)  
Address: 1943 Taft Ave., Malate 1004, Manila, Philippines  
Telephone: +63-2-521-9435; +63-2-521-9464  
Website: [www.ffw.org.ph](http://www.ffw.org.ph)

Organization: Alliance of Progressive Labor (APL)  
Address: 94 Scout Delgado Street, Baranggay Laging Handa, Quezon City, Philippines  
Telephone: +63-2-666-3545  
Fax: +63-2-332-1378  
Email: [mail@apl.org.ph](mailto:mail@apl.org.ph)

Organization: Philippine Government Employees Association (PGEA)  
Address: PGEA Building, Maharlika and Masaya St., Elliptical Rd., Diliman, Quezon City, Philippines  
Telephone: +63-2- 926-1573  
Email: [eso\\_hdmfpgea@yahoo.com](mailto:eso_hdmfpgea@yahoo.com)

Organization: Philippine Independent Public Sector Employees Association (PIPSEA)  
Address: 3/F Workers' House, 94 Scout Delgado Street, Brgy Laging Handa, Quezon City Philippines  
Telephone: +63-918-367-2619  
Email: [mail@pipsea.org](mailto:mail@pipsea.org)  
Website: [www.pipsea.org](http://www.pipsea.org)

## B) International Trade unions with Philippine affiliates in the public sector

International trade unions are the global voice of workers. International trade unions promote workers' rights and interests, through international cooperation between trade unions, global campaigning and advocacy within the major global institutions. Local trade unions mentioned above are affiliates of the below international trade unions.

The international trade unions mentioned below represent workers in the health, education and other public services sector as those comprise an important portion of Philippines skilled migration abroad. Similar unions exist for workers in the construction and other private sector. More information on other global unions and their affiliates in the Philippines in other sectors can be found here: [www.global-unions.org/](http://www.global-unions.org/)

### *Public Services International (PSI)*

The Philippine-based Public Services Labor Independent Confederation (PS LINK), the Philippines Government Employee Association (PGEA), the Alliance of Filipino Worker (AFW), the Confederation of Independent Unions in the Public Sector (CIU) are among the Philippines affiliates with the global Public Services International (PSI) which represent some 20 million workers in over 600 unions in 154 countries. Two-thirds of the members of PSI are women who work in social services, health care, government and public utilities. PSI has affiliated organizations in most countries of destination of OFWs, which are in a position to provide information and other services to migrant workers about working on different countries. PSI has developed a series of educational material to help migrants in their quest for decent work.

Provider: Public Services International (PSI)

Address : 45 avenue Voltaire, BP 9, 01211 Ferney-Voltaire Cedex, France

Telephone +33- 4-5040-6464

Fax: +33-4-5040-7320

Email: [psi@world-psi.org](mailto:psi@world-psi.org)

Web:[www.world-psi.org](http://www.world-psi.org)

Facebook page: [www.facebook.com/PSIglobalunion](http://www.facebook.com/PSIglobalunion)

### *Education International (EI)*

Education International (EI) is a global union, as PSI above. It represents organisations of teachers and other education employees across the globe. It is the world's largest federation of unions, representing thirty million education employees in about 400 organisations in 170 countries and territories across the globe. EI has affiliated organizations in most countries of destination of OFWs. Its Philippine affiliates include unions such as the Alliance of Concerned Teachers (ACT), National Alliance of Teachers and Office Workers, Philippine Public School Teacher's Association and Teacher's Organization of the Public Sector. EI and its affiliates in the Philippines can provide valuable information to prospective members as well as build linkages between organizations with the view to protect migrants' rights.

Provider: Education International (EI)

Address: 5 boulevard du Roi Albert II, B-1210 Brussels, Belgium

Telephone: +32-2 224 06 11

Email: [headoffice@ei-ie.org](mailto:headoffice@ei-ie.org)

Website: [www.ei-ie.org/](http://www.ei-ie.org/)

Facebook page: [www.facebook.com/educationinternational](https://www.facebook.com/educationinternational)

### *International Trade Union Confederation (ITUC)*

The ITUC is the trade union of trade unions at the international level. As all trade unions, it promotes workers' rights and interests, through international cooperation between trade unions, global campaigning and advocacy at the international level. Its main areas of activity include the following: trade union and human rights; economy, society and the workplace; equality and non-discrimination and international solidarity with a special focus on migrant rights. Philippine affiliates of ITUC includes the Federation of Free Workers (FFW- [www.ffw.org.ph/](http://www.ffw.org.ph/)), the Trade Union Congress of the Philippines (TUCP- [www.tucp.org.ph/](http://www.tucp.org.ph/)) and Alliance for Progressive Labor (APL- [www.apl.org.ph/](http://www.apl.org.ph/)).

Provider: International Trade Union Confederation (ITUC)  
 Address: Boulevard du Roi Albert II, 5, Bte 1, 1210 Brussels, Belgium  
 Telephone: +32-2-224-0211  
 Fax: +32-2-201-5815  
 E-mail: [info@ituc-csi.org](mailto:info@ituc-csi.org)  
 Website: [www.ituc-csi.org/](http://www.ituc-csi.org/)  
 Link to affiliates in other countries: [www.ituc-csi.org/IMG/pdf/no\\_07\\_-\\_list\\_affiliates\\_03co\\_may\\_2014-2.pdf](http://www.ituc-csi.org/IMG/pdf/no_07_-_list_affiliates_03co_may_2014-2.pdf)  
 Facebook page: [www.facebook.com/ituccsi](http://www.facebook.com/ituccsi)

### C) Professional associations

In some countries professional associations often carry out the functions of a trade union. In these cases, they may be negotiating for white-collar and/or professional workers, such as nurses, doctors, engineers, teachers and else. The mandate of such organizations is more often not immediately related to the protection of workers' rights but to the strengthening of the competencies of individuals belonging to the profession by creating opportunities for professional growth and development. In the Philippines, the main professional organizations are mentioned below. These organizations are also often members of international associations which may provide valuable information to migrant workers. The below are the main organizations representing prospective OFWs.

Organization: The Philippine Dental Association (PDA)  
 Address: 2012 Ayala Extension corner Kamagong St., Makati City, Philippines  
 Telephone: +63-2-899-6332; +63-2-890-4609; +63-2-897-8091  
 Email: [secretariat@pda.ph](mailto:secretariat@pda.ph)  
 Website: [www.pda.ph/](http://www.pda.ph/)

Organization: Philippine Nurses Association (PNA)  
Address: 1663 F.T. Benitez Street, Malate, Manila 1004, Philippines  
Telephone: +63-2-536-1888; +62-2-521-0937; +63-2-400-4430  
Fax: +62-2-525-1596  
Website: [www.pna-ph.org/](http://www.pna-ph.org/)

Organization: Philippine Medical Association (PMA)  
Address: PMA Bldg., North Avenue, Quezon City 1105, Philippines  
Telephone: +63-2- 929-6366; +62-2-929-7361; +63-2-926-2447  
Fax: +63-2- 929-6951  
Telephone (mobile): +63-2-917-822-1357  
Email: [info@philippinemedicalassociation.org](mailto:info@philippinemedicalassociation.org)  
Website: [www.philippinemedicalassociation.org/](http://www.philippinemedicalassociation.org/)

Organization: Nutritionist-Dieticians' Association of the Philippines (NDAP)  
Address: Unit 1106 Herrera Tower, V. A. Rufino cor Valero Sts., Salcedo Village, Makati City 1227, Philippines  
Telephone: +63-2-845-1651  
Fax: +63-2-753-3598  
E-mail: [secretariat@ndap.org.ph](mailto:secretariat@ndap.org.ph)  
Website: [www.ndap.org.ph/](http://www.ndap.org.ph/)

Organization: Philippine Physical Therapy Association (PPTA)  
Email: [board@philpta.org](mailto:board@philpta.org) or [membership@philpta.org](mailto:membership@philpta.org).  
Website: [www.philpta.org/](http://www.philpta.org/)

Organization: Philippine Association of Medical Technologists, Inc. (PAMET)  
Address: Unit 1720 Cityland 10 Tower 2, 6817 Ayala Avenue, Makati City Metro Manila 1000 Philippines  
Telephone: +63-2-817-1487; +63-917-890-1118  
Fax: +63-2-812-6819  
Website: [www.pametinc.org/](http://www.pametinc.org/)

Organization: Philippines Pharmacists Association (PPA)  
 Address: 815 R. Ppa St. Sampaloc, Manila Philippines 1008.  
 Telephone: +63-2-734-4820  
 Fax: +63-2-310-0850  
 Email: ppha1920@gmail.com  
 Website: www.philpharmacists.org

#### D) Migrant non-Government organizations

Apart from the services provided by various government organizations, trade unions and professional associations, other non-governmental entities have also been created with the goal to support Filipino migrants. The below is only a selection of NGOs with a special mission to promote decent work and safe migration. The Philippines Council for NGO certification ([www.pcnc.com.ph/aboutus.php](http://www.pcnc.com.ph/aboutus.php)) can provide a guarantee that any NGO meets the established minimum criteria for financial management and accountability in the service to underprivileged Filipinos.

Organization: Atikha Overseas Workers and Communities Initiative, Inc.  
 Address: Overseas Filipino and Women Center, Green Valley Subdivision, San Francisco, San Pablo City Laguna 4000, Philippines  
 Telephone (Mobile): +63-917- 569-1031  
 Fax: +63-45- 562-3156  
 Email: [atikha@atikha.org](mailto:atikha@atikha.org)  
 Website: [www.atikha.org/](http://www.atikha.org/)

Organization: Blas Ople Policy Center and Training Institute  
 Address: Unit A 2295 Wycliff Townhomes, Roberts St., Pasay City, Philippines  
 Telephone (Hotline): +63-2- 833-5337  
 Telephone (Mobile): +63-2-942-808OPLE  
 Fax: +63-2-833- 9562  
 Email: [blasoplecenter@hotmail.com](mailto:blasoplecenter@hotmail.com)  
 Website: [www.blasoplecenter.com/contact-us/](http://www.blasoplecenter.com/contact-us/)

Organization: Center for Migrant Advocacy (CMA)  
Address: 15 (Unit 7) CASAL Bldg. Anonas Road, Project 3, Quezon City 1102  
Philippines  
Telephone: +63-2-990-5140;  
Fax: +63-2-433-0684  
Email: [cmaphils@pldtdsl.net](mailto:cmaphils@pldtdsl.net)  
Website: [www.centerformigrantadvocacy.com/](http://www.centerformigrantadvocacy.com/)

Organization: Migrant Forum in Asia (MFA)  
Address: 85-C Masikap Extension, Central District, Diliman, Quezon City,  
Philippines 1100, Philippines  
Telephone: +63-2-928-2740  
Fax: +63-2-433-3508  
Email: [mfa@mfasia.org](mailto:mfa@mfasia.org)  
Website: [www.mfasia.org](http://www.mfasia.org)

Organization: Unlad Kabayan Migrant Services Foundation Inc.  
Address: 3/F Room-9, UCCP Building, #877 EDSA West Triangle, Quezon City,  
Philippines  
Telephone: +63-2-794 1379  
Fax: +63-2-433 1292  
Email: [info@unladkabayan.org](mailto:info@unladkabayan.org)  
Website: [www.unladkabayan.org](http://www.unladkabayan.org)

## 2.13 Repatriation

OWWA repatriation services include bringing distressed OFWs back to the country or bringing back of human remains. Repatriation services offered by OWWA start from the overseas post up to the OFWs' travel back home to their respective residences. Repatriation services may include negotiations with the employer, police and/or immigration authorities. Emergency repatriation is carried out in the event of any of political unrest or natural calamities. Repatriated OFWs are accorded with airport assistance, temporary shelter at the halfway home, psycho-social counselling, stress debriefing and provision of transport services or fares for their flight to the Philippines and their onward travel to their provinces.

Provider: Overseas Workers Welfare Administration (OWWA)  
Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
Telephone (General enquiry): +63-2-891-7601 to 24  
Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
Telephone (Text): +63-917-898-6992  
Fax: +63-2-551-6651  
Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)



## 2.14 Crisis alert levels

Philippine policy on overseas employment allows the deployment of overseas Filipino workers only if the safety of OFWs can be assured. The Department of Foreign Affairs (DFA) through the POEA's governing board may impose a ban on deployment or even require the repatriation of workers when the conditions in the host country may put the lives of OFWs in jeopardy. To exercise this power the DFA through the POEA applies an alert level system that may be accessed at: [www.poea.gov.ph/gbr/resolutions.htm](http://www.poea.gov.ph/gbr/resolutions.htm). The following are the DFA-designated alert levels and the required actions each level requires:

- Alert Level 4- Mandatory repatriation of all OFW
- Alert Level 3 - Total ban on deployment of new hires and returning OFW and voluntary repatriation of Filipinos is encouraged
- Alert Level 2- Total ban on processing and deployment of newly-hired OFWs. Processing and deployment of returning OFW with existing employment contracts is allowed.
- Alert Level 1- Precautionary Phase No Deployment Ban)

Provider: Philippines Overseas Employment Administration (POEA)  
Address: Blas F. Ople Building, Ortigas Avenue corner EDSA, Mandaluyong City, Philippines  
Telephone (Hotline): +63-2-722-1144; +62-2-722-1155  
Email: [info@poea.gov.ph](mailto:info@poea.gov.ph)  
Website: [www.poea.gov](http://www.poea.gov)  
Facebook page: [www.facebook.com/mypoea](http://www.facebook.com/mypoea)

**Notes:**

# Reintegration services to health professionals and skilled migrants



### 3. Reintegration services to health professionals and skilled migrants

Reintegration is a way of preparing for the permanent return of OFWs into the Philippine society. Reintegration preparedness may include trainings on value formation, financial literacy, entrepreneurial development training (EDT), techno-skills and capacity building trainings, providing channels of information concerning local development projects, offering innovative opportunities for investment and giving access to favourable credit schemes to migrants and their families.

#### 3.1 Philanthropy

##### A) Overseas Workers Welfare Administration (OWWA)

OWWA recognizes that the reintegration process includes both the economic and psycho-social components. The psycho-social components include community organizing programs such as OFW family circles and services like social counselling, family counselling, stress debriefing and training on capacity building as well as value formation. The economic component on the other hand, includes social preparation programs for livelihood projects or community-based income generating projects, skills training and credit facilitation and lending.

##### *OFW Family Circles*

OWWA offers a variety of services for returning OFWs chief among these is the formation of OFW Family Circles (OFCs). OFCs allows OWWA to reach its members and to facilitate the delivery of programs and services. OWWA recognizes such groups whose members are returning OFWs typically living within a similar city or town. Through the OFCs OWWA provides members livelihood grants, opportunities to open grocery stores, seminars on financial literacy and values re-orientation and trainings on entrepreneurial development and organizational development.

### *OFW Help Desk*

To broaden its reach, OWWA has also set up OFW Help Desks with local government units as of 2011, a total of 626 desks have been put up in the regions and provinces.

### *OFW Tuloy Aral Project*

The Tuloy-Aral Project's objective is to assist children of less fortunate former OFWs as well as other poor and needy elementary and high school children. The DOLE and the OWWA regional offices, with the assistance of DSWD, identify children of former OFWs needing financial assistance to access school. The DSWD or DOLE/OWWA prepares a family profile that serves as the basis for the selection of the beneficiary.

### *DOLE-OWWA Tulay Microsoft Project*

In partnership with Microsoft Philippines, the Department of Labor and Employment (DOLE) and OWWA launched the Tulay or Bridge Education Program, which provides OFWs IT training and access to technology that will enable them and their families to communicate through the internet.

OFWs and their families learn the basics of computer applications such as MS Word, Powerpoint, Excel as well as internet and e-mail use at the Community Technology Learning Centers (CTLC). Through Tulay, the OWWA expects OFWs to gain IT skills that will enhance their work, thus increasing their value in the workplace. These new IT skills can further help them become more competitive in pursuing a career in the country upon their return.

The CTLCs being maintained and operated by DOLE-OWWA are located at the OWWA Central Office, OWWA Satellite Office in POEA, OWWA Regional Welfare Offices in La Union, Cebu, and Cagayan de Oro. Overseas, OWWA overseas posts with CTLCs include: Riyadh (KSA), Hong Kong, Taichung (Taiwan).

Provider: Overseas Workers Welfare Administration (OWWA)  
 Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
 Telephone (General enquiry): +63-2-891-7601 to 24  
 Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
 Telephone (Text): +63-917-898-6992  
 Fax: +63-2-551-6651  
 Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
 Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
 Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

## B) National Reintegration Center for OFWs (NRCO)

Under the Department of Labor and Employment the NRCO offers a number of reintegration programs including training and capacity building, skills training, retooling and upgrading, financial literacy, money management and entrepreneurship training. NRCO also offers entrepreneurship and micro-enterprise development through the provision of starter kits, business loans, credit facilities and provision of technology and marketing assistance.

Provider: National Reintegration Center for OFWs (NRCO)  
 Address: Blas F. Ople Development Center, Ground Floor, cor Solana and Victoria Sts., Intramuros, Manila, Philippines  
 Telephone: +63-2-526-2633; +62-2-526-2392  
 Fax: +63-2-526-2633; +62-2-527-6184  
 Email: [nrcoreintegration@gmail.com](mailto:nrcoreintegration@gmail.com)  
 Website: [www.nrc.dole.gov.ph/](http://www.nrc.dole.gov.ph/)  
 Facebook page : [www.facebook.com/NRCOCentral](http://www.facebook.com/NRCOCentral)

### C) Commission on Filipinos Overseas (CFO)

The CFO offers a variety of programs for returning OFWs as well as Filipinos who have permanently migrated to other countries. Their programs include assistance in forming businesses and help in engaging in philanthropic activities. In addition, the CFO operates Balinknet an extensive website directing users to useful links for returning OFWs and OFs., one stop shop for almost all of the services below. The following services are provided by the CFO:

#### *Return and Reintegration (R&R)*

The R&R programme focuses on providing returning OF and retirees information and facilitating services for a successful reintegration into local life.

#### *Diaspora to Development Initiative (D2D)*

The Diaspora to Development (D2D) Initiative is designed to mobilize diaspora communities to contribute to home country development in specific areas of actions including the formation of business advisory circles that match and link programmes that assists overseas Filipinos set up business partnerships in the country.

#### *Diaspora Philanthropy (DP)*

Diaspora Philanthropy (DP) focuses primarily on facilitating donations in cash or in kind for development projects. The programme is designed to facilitate the transfer of various forms of assistance from Filipinos or other donors overseas to support projects in livelihood development, education, health and welfare, small-scale infrastructure and technology as well as skills transfer.

#### *Alay Dunong sa Bayan (ADB – Brain gain Program)*

The Alay Dunong sa Bayan (ADB / Brain-Gain Program) systematizes and strengthens the skills and technology exchange/transfer between overseas Filipinos and the Philippines in fields such as science and technology, engineering, arts and culture, among others.

### *Balik Turo (Teach-Share) and Educational Exchange (BT)*

The Balik-Turo (Teach-Share) and Educational Exchange (BT) are the continuing Professional and Vocational Education Exchange program of CFO, under which CFO intends to entice the return of academics and professionals to teach and work with the academe in strengthening and enhancing the academic programmes of partner schools.

### *Tourism Initiatives (TI)*

Tourism Initiatives (TI) focuses on supporting the drive for Balik-bayan tourism by encouraging migrant investments in small tourism enterprises, like local bed and breakfasts and other tourism related services, such as health and wellness services, among others.

### *Medical Mission Coordination (MMC)*

Medical Mission Coordination (MMC) is designed to coordinate and facilitate the conduct of medical missions sponsored and organized by overseas Filipinos in areas that require medical interventions.

### *Mapping Tools - Balinknet*

Mapping tools – Balinknet includes the following needs assessment maps: (a) Start A Business Maps, (b) Agricultural Products Interactive Map- Province and Municipality, (c) Top 20 Cities and Municipalities (Town) Competitiveness Index Interactive Map, (d) donate and volunteer maps, (e) Classroom Shortages Interactive Map, (f) Yolanda and Bohol Earthquake Damaged Classrooms Needs Interactive Map, (g) Health Interactive Map by the Department of Health and (h) National Anti-Poverty Commission (NAPC) Community-Based Monitoring System Interactive Map.



Provider: Commission on Filipinos Overseas (CFO)  
Address: Citigold Center, 1345 Pres. Quirino corner Osmeña Highway  
Manila, Philippines, 1007  
Telephone: +63-2-552-4700  
Fax: +63-2-561-8332  
E-mail: [info@cfo.gov.ph](mailto:info@cfo.gov.ph)  
Website: [www.cfo.gov.ph](http://www.cfo.gov.ph)  
Facebook page: [www.facebook.com/commissiononfilipinosoverseas](http://www.facebook.com/commissiononfilipinosoverseas)  
Link to return and reintegration clearinghouse: [www.balinkbayan.gov.ph/](http://www.balinkbayan.gov.ph/)

#### D) Philippine Overseas Labor Offices (POLOs)

The Philippine Overseas Labor Offices (POLOs) are tasked to promote and identify OFWs who are successful, financially stable and in good standing to act as prospective foster parents. OFW organizations may also volunteer to act as foster parents. Identified foster parents are requested to provide a US\$ 100.00 financial support per year to the child-beneficiary to enable him/her to continue his/her elementary or high school education. The amount will help cover for expenses such as books, school supplies, materials for projects, transportation, authorized school contributions and allowance for the whole school year.

Provider: International Labor Affairs Bureau – Philippines Overseas Labor Offices (POLO)  
Address: 2nd Floor, General Luna Wing, DOLE Building, Intramuros, Manila, Philippines  
Telephone: +63-2-527-3000 loc. 102 and 103  
Email: [dole.ilab@ymail.com](mailto:dole.ilab@ymail.com)  
Website: Link to POLO Directory: [www.dole.gov.ph/pages/view/24](http://www.dole.gov.ph/pages/view/24)

## 3.2 Searching for local employment

### A) Bureau of Local Employment – Phil-JobNet

Phil-JobNet is an internet-based job and applicant matching system which aims to fast track the jobseeker's search for jobs and the employer's search for manpower.

This is a facility of the Department of Labor and Employment with centralized database maintained by the Bureau of Local Employment. The user is allowed to create an account, search and apply for jobs across the Philippines and abroad. It also allows users to view a schedule of job fairs.

Provider: Bureau of Local Employment (BLE)  
Address: 6th Flr., BF Condominium, cor. Solana & Soriano St., Intramuros, Manila 1002 Philippines  
Telephone: +63-2-528-0087; +63-2-528-0108.  
Fax: +63-2-527-2421  
Website: [www.ble.dole.gov.ph/](http://www.ble.dole.gov.ph/)  
Facebook page: [www.facebook.com/pages/DOLE-Bureau-Of-Local-Employment/172595126133222](https://www.facebook.com/pages/DOLE-Bureau-Of-Local-Employment/172595126133222)  
Specific website: [www.phil-jobnet.dole.gov.ph/](http://www.phil-jobnet.dole.gov.ph/)

### B) Department of Health - E-Jobs portal

The Department of Health also maintains a job search website focussing on health related jobs. The e-Jobs portal advertises jobs and allows applicants to submit their profile on-line.

Provider: Department of Health (DOH)  
Address: San Lazaro Compound, Sta. Cruz, Manila, Philippines  
Telephone: +63-2- 651-7800  
Fax:  
Website: [www.doh.gov.ph/](http://www.doh.gov.ph/)  
Email:  
Facebook page: [www.facebook.com/OfficialDOHgov](https://www.facebook.com/OfficialDOHgov)  
Specific Website: [www.ejobs.doh.gov.ph/ejobs/](http://www.ejobs.doh.gov.ph/ejobs/)

### C) Job fairs

Through PESO the Department of Labor and Employment's Bureau of Local Employment conducts jobs fairs periodically all over the country intending to bring together in one venue job seekers and employers for immediate matching.

Provider: Bureau of Local Employment (BLE)  
 Address: 6th Flr., BF Condominium, cor. Solana & Soriano St., Intramuros, Manila 1002 Philippines  
 Telephone: +63-2-528-0087; +63-2-528-0108.  
 Fax: +63-2-527-2421  
 Website: [www.ble.dole.gov.ph/](http://www.ble.dole.gov.ph/)  
 Facebook page: [www.facebook.com/pages/DOLE-Bureau-Of-Local-Employment/172595126133222](https://www.facebook.com/pages/DOLE-Bureau-Of-Local-Employment/172595126133222)

### D) Other referrals and assistance services

A common complaint among returning OFWs is that there is a lack of local employment and entrepreneurship opportunities Both the OWWA and NRCO offer job referrals and assistance for both local and overseas employment.

Provider: Overseas Workers Welfare Administration (OWWA)  
 Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
 Telephone (General enquiry): +63-2-891-7601 to 24  
 Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
 Telephone (Text): +63-917-898-6992  
 Fax: +63-2-551-6651  
 Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
 Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
 Facebook page: [www.facebook.com/owwa.info](https://www.facebook.com/owwa.info)

Provider: National Reintegration Center for OFWs (NRCO)  
Address: Blas F. Ople Development Center, Ground Floor, cor Solana and Victoria Sts., Intramuros, Manila, Philippines  
Telephone: +63-2-526-2633; +62-2-526-2392  
Fax: +63-2-526-2633; +62-2-527-6184  
Email: nrcoreintegration@gmail.com  
Website: [www.nrc.dole.gov.ph/](http://www.nrc.dole.gov.ph/)  
Facebook page : [www.facebook.com/NRCOCentral](https://www.facebook.com/NRCOCentral)

### 3.3 Entrepreneurship and loans

#### A) Balinkbayan Portal - Commission on Filipinos Overseas

The CFO's Balinkbayan portal provides information on starting a business including how to plan and register a business as well interactive maps on agricultural products produced by provinces and municipalities as well as competitive providing information on which cities or municipalities are conducive for locating or growing a business. Downloadable material include articles on business planning, registration, entrepreneurship, business ideas, finance, human resources and marketing.

Provider: Commission on Filipinos Overseas (CFO)  
Address: Citigold Center, 1345 Pres. Quirino corner Osmeña Highway Manila, Philippines, 1007  
Telephone: +63-2-552-4700  
Fax: +63-2-561-8332  
E-mail: [info@cfo.gov.ph](mailto:info@cfo.gov.ph)  
Website: [www.cfo.gov.ph](http://www.cfo.gov.ph)  
Facebook page: [www.facebook.com/commissiononfilipinosoverseas](https://www.facebook.com/commissiononfilipinosoverseas)  
Link to return and reintegration clearinghouse: [www.balinkbayan.gov.ph/](http://www.balinkbayan.gov.ph/)

### B) Land Bank Reintegration Fund - Overseas Workers Welfare Administration

The Landbank of the Philippines and OWWA operate the 2 Billion-Peso Reintegration Fund for enterprise development. This fund was designed for the benefit of OFWs and their legal dependents. The beneficiaries may avail of loans of up to PHP 300,000 to PHP 2,000,000.

Provider: Land Bank of the Philippines

Address:

Telephone: +63-2-551-2200; +63-2-522-0000; +63-2-450-7001

Telephone for SME Enquiries: +63-2-405-7146; +63-2-551-2200 local 2655

Website: [www.landbank.com/OFW-RP](http://www.landbank.com/OFW-RP)

Facebook page: [www.facebook.com/landbankofficial](http://www.facebook.com/landbankofficial)

### C) National Livelihood Development Corporation Programme (NLDC) - Overseas Workers Welfare Administration

The OWWA-NLDC Livelihood Development Program for OFWs is another loan facility where an OFW can avail of PHP 200,000.00 or PHP 1 million pesos for group borrowers. This program is a joint undertaking of OWWA and National Livelihood Support Fund (NLSF) to address the economic component of OWWA's OFW Reintegration Program. It is meant to further improve access to entrepreneurial development opportunities and credit facilities to OFWs, their families and organizations. Enterprises may include: (a) trading (general merchandise and buy and sell, etc.); (b) services (repair shops, restaurants, parlors, etc.); (c) manufacturing (meat/fruit processing, shoes, etc.); and (d) agri-business (tilapia culture, piggery, poultry, etc.). More information and loan applications may be filed at all OWWA Regional Welfare Offices. together with the following standard requirements:

Provider: National Livelihood Development Corporation (NLDC)  
 Address: 7th Floor, One Corporate Plaza, 845 A. Arnaiz Ave., Makati City, Philippines 1223, Philippines  
 Telephone: +63-2- 817-2657  
 Fax: +63-2- 817-2659  
 Website: [www.nldc.gov.ph/](http://www.nldc.gov.ph/)  
 Link to the NLDC website: [www.nldc.gov.ph/PROGRAMS/LivelihoodDevelopmentProgramforOFWsLDPO/tabid/147/Default.aspx](http://www.nldc.gov.ph/PROGRAMS/LivelihoodDevelopmentProgramforOFWsLDPO/tabid/147/Default.aspx)

#### D) Balik-Pinas, Balik Hanapbuhay – Overseas Workers Welfare Administration

Balik-Pinas, Balik Hanapbuhay is a program of OWWA where non-cash livelihood support/assistance intended to provide immediate relief to returning member-OFWs who were displaced from their jobs due to wars/political conflicts in host countries. It is a package of livelihood assistance amounting to Php 10,000 maximum consisting of techno-skills and/or entrepreneurship trainings, starter kits/goods and/or such other services that will enable beneficiaries to quickly start a livelihood undertaking through self/wage employment.

Provider: Overseas Workers Welfare Administration (OWWA)  
 Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
 Telephone (General enquiry): +63-2-891-7601 to 24  
 Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
 Telephone (Text): +63-917-898-6992  
 Fax: +63-2-551-6651  
 Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
 Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
 Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)  
 Specific website: [www.owwa.gov.ph:8080/wcmqs/news/2014B/057.html](http://www.owwa.gov.ph:8080/wcmqs/news/2014B/057.html)

### E) OFW Groceria project – Overseas Workers Welfare Administration

This project aims to improve the socio – economic situation of OFWs and their families by providing livelihood and self-employment opportunities through the establishment of 1,000 grocery stores nationwide. Through the Groceria project a qualified OFW family circle (OFC) or OFW organization may avail of an interest-free loan assistance package that will be used to purchase merchandise goods worth Php 50,000. A certain number of conditions apply for any project to be eligible.

Provider: Overseas Workers Welfare Administration (OWWA)  
Address: 7th St. corner F.B. Harrison, Pasay City, Philippines  
Telephone (General enquiry): +63-2-891-7601 to 24  
Telephone (24h/7 days): +63-2-551-6641; +62-2-551-1560  
Telephone (Text): +63-917-898-6992  
Fax: +63-2-551-6651  
Email: [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com)  
Website: [www.owwa.gov.ph:8080/wcmqs/](http://www.owwa.gov.ph:8080/wcmqs/)  
Facebook page: [www.facebook.com/owwa.info](http://www.facebook.com/owwa.info)

**Notes:**







This project is funded by the European Union



This project is implemented by the International Labour Organization

